

AmeriCorps Restoring Youth and Communities

Program Manual



2009/2010

**A Handbook for AmeriCorps
Members, Host Site Supervisors, and
Program/Lead Agency Personnel**

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Section I

Overview of AmeriCorps

SECTION I: AMERICORPS

A. AMERICORPS - *GETTING THINGS DONE*

Members of AmeriCorps Restoring Youth and Communities are part of a national network of AmeriCorps programs sponsored by the Federal Corporation for National and Community Service. The AmeriCorps programs began in 1994 to provide opportunities for Americans to make an intensive commitment to service. The AmeriCorps network of local, state, and national service programs engages more than 70,000 Americans in intensive service each year.

AmeriCorps members serve through more than 3,000 nonprofits, public agencies, and faith-based and other community organizations, helping meet critical needs in education, public safety, health and the environment. The variety of service opportunities is almost unlimited. Members may tutor and mentor youth, build affordable housing, teach computer skills, clean parks and streams, run after-school programs, or help communities respond to disasters, and more.

As an AmeriCorps member, you will gain new skills and experiences-and you will also find the tremendous satisfaction that comes from helping others. In addition, full-time members who complete their service earn a Segal AmeriCorps Education Award of \$4,725 to pay for college, graduate school, or to pay back qualified student loans; and can also receive a modest living allowance during their term of service.

AmeriCorps Pledge

AmeriCorps members are expected to adhere to the AmeriCorps pledge. The pledge represents the commitment you have taken to serve not just this year, but in the years ahead.

I will get things done for America – to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

CaliforniaVolunteers

In California, AmeriCorps is administered by CaliforniaVolunteers, a part of the Office of the Governor. The mission of CaliforniaVolunteers is to increase the number and impact of Californians engaged in service in California. CaliforniaVolunteers administers the [AmeriCorps](#) portfolio in California, [Citizen Corps](#), and the [Cesar Chavez Day of Service and Learning](#), developed and maintains the [California Volunteer Matching Network](#) on CaliforniaVolunteers.org and guides policy development to support the nonprofit and service fields.

B. AMERICORPS RESTORING YOUTH AND COMMUNITIES

The mission of AmeriCorps Restoring Youth and Communities is to help California's most serious youthful offenders become productive and engaged community members by taking on serious social problems through a service-learning process that is guided and supported by individuals who care about their successful rehabilitation and have experienced such challenges in their lives.

Youth incarcerated and on parole in the Division of Juvenile Justice (DJJ) will have the opportunity to be a part of this service-learning initiative. They will identify and learn about issues that concern them, such as violence, drug abuse, education, and try out new ideas for tackling them through their own service projects. Upon completion of each project they will identify the impact they had and the skills and knowledge they gained from the experience. As they approach parole they will develop a plan for continued service-learning in the community and a "portfolio" of their service-learning activities within the institution for presentation at their parole hearings.

Program participants will be enabled to respond to problems in their communities through service-learning projects and learn how to translate their experiences into opportunities for employment, ongoing civic involvement, and consideration for honorable discharge from DJJ jurisdiction.

Participating DJJ youth will be supported by AmeriCorps Members serving full time through the DJJ parole offices and facilities. Teaming up with AmeriCorps Members will be community volunteers who can reinforce the ethic of service.

Roles and Responsibilities of Members

As service-learning coaches and volunteer coordinators, AmeriCorps Restoring Youth and Communities member's responsibilities will include:

- Recruiting DJJ youth in facilities and on parole for program participation
- Facilitating service groups and providing one-on-one coaching to DJJ youth in facilities and on parole
- Recruiting and managing community volunteers
- Identifying and building partnerships with community based organizations
- Linking DJJ youth with additional volunteer, internship, career and educational opportunities in community and youth work.

(See Appendix One for Member Service Position Description)

Program Outcomes

As a result of AmeriCorps Restoring Youth and Communities:

- AmeriCorps members will gain knowledge, attitudes and skills to better serve their communities
- Participating DJJ youth will increase the skill, knowledge and attitudes they need to keep from getting in trouble
- DJJ youth will be connected with adult volunteers and community based organizations that are supportive of their rehabilitation and successful re-entry into the community.

(See Appendix Two for Program Performance Measures)

Lead Agency

The Lead Agency for AmeriCorps Restoring Youth and Communities program is the California Department of Corrections and Rehabilitation (CDCR), Division of Juvenile Justice (DJJ). DJJ is one of the largest youth corrections agencies in the nation providing services to juvenile offenders in facilities and on parole. DJJ works with some of the most challenging juveniles in the state. Those youths, committed by the juvenile and criminal courts, are sent here for treatment, training, and education.

As part of the state's criminal justice system, DJJ works closely with law enforcement, the courts, district attorneys, public defenders, probation and a broad spectrum of public and private agencies concerned with, and involved in, the problems of youth.

DJJ Division of Juvenile Parole has the lead responsibility for implementing AmeriCorps, with the cooperation and support of many other divisions including, Division of Juvenile Facilities, Division of Juvenile Programs, Juvenile Parole Board, DJJ Operational Support Unit, and Office of Victim and Survivor Rights and Services.

(See Appendix Three for Program Organization Chart)

Host Sites

AmeriCorps Restoring Youth and Communities members are placed in the following DJJ Parole Offices through which they serve DJJ youth in facilities and on parole:

- Sacramento Parole Office – (916) 445-5993
- Oakland Parole Office – (510) 563-5348
- San Jose Parole Office – (408) 277-1221
- Central Valley Parole Office – (559) 243-4039
- San Fernando Parole Office – (818) 894-9181
- Watts Parole Office – (323) 277-4572
- Covina Parole Office – (626) 967-4351
- Inland Parole Office – (951) 782-3214
- San Diego Parole Office – (619) 220-5331
- Bakersfield Parole Office – (661) 395-2788
- South Coast Parole Office – (714) 898-4177

Program Partners

Books Not Bars; California Corrections Standards Authority; California Department of Alcohol and Drug Programs; California Police Chiefs Association; California State Association of Counties (CSAC); California State Sheriffs' Association; California Youth Outreach; Fight Crime Invest in Kids California; Homeboy Industries; Judicial Council of California - Administrative Office of the Courts; Match-Two Mentoring Outreach; Pacific Juvenile Defender Center; Riverside County District Attorney's Office; Tariq Khamisa Foundation; Volunteers in Parole Mentors; California Conservation Corps; Asian Resources; and the Youth Law Center.

C. LIFE AS AN AMERICORPS MEMBER

As an AmeriCorps Member you become responsible for your commitment to the community you serve. In exchange for this responsibility, you are offered numerous benefits and the personal satisfaction of making a difference. One of the four AmeriCorps common goals is to expand opportunities for AmeriCorps members. The Program supports the development of AmeriCorps members and encourages members to take responsibility for getting the most from their service term.

In order to get the most out of the AmeriCorps experience, the Program has the following recommendations for AmeriCorps members:

1. Utilize and understand your *Program Manual* and *AmeriCorps Member Contract*. Read them thoroughly and ask questions of anything unclear.
2. At the beginning of your term of service, review and discuss the following with your Lead Agency and/or Host Site Supervisor: Living Allowance Stipend, Term of Service Commitment and Responsibilities, Position Description and Training Opportunities.
3. Ask for and keep a copy of important documents and paperwork, such as childcare application packets, loan forbearance forms, service hour logs, pay stubs, etc.
4. If you have concerns about your position description, your benefits, or anything AmeriCorps related, write them down as factually as possible and submit them to your Lead Agency. Depending on the nature of the concern, the Lead Agency will address your concern with the appropriate individuals.
5. If you have not received notification of your childcare or forbearance benefits after submitting the appropriate paperwork and waiting the designated amount of processing time, call and inquire on the status.

6. For the betterment of the Program and AmeriCorps members of the future, put time and thought into completing surveys, exit forms, self-performance appraisals, project evaluations, and other evaluation tools.
7. As the AmeriCorps pledge states, you will be faced with apathy, conflict and adversity during your AmeriCorps term of service. Be prepared to deal with these and remember that the pledge states that you will take action, seek common ground, and persevere.

Much of the quality of the AmeriCorps experience is embedded in the attitude of the AmeriCorps Member. Those who come seeking a positive adventure are rewarded with life changing opportunities. The Program hopes that you will make the most of this period of time. Together, we can bring hope and strength to communities across California.

Section II

About the AmeriCorps Program Manual

Section II: About the AmeriCorps Program Manual

A. THE PROGRAM MANUAL

This *AmeriCorps Program Manual* (Manual) sets forth the policies concerning AmeriCorps membership in AmeriCorps Restoring Youth and Communities (Program). This Manual is not intended to limit program management's discretion in making decisions regarding members enrolled in the Program. Each member will be given a copy of the Manual. Members are responsible to know the content of the Manual and adhere to the outlined policies and procedures. The Lead Agency reserves the right to amend, modify, or delete policies and procedures contained in this Manual upon written notice. Questions concerning AmeriCorps membership-related matters should be directed to the Lead Agency.

The Lead Agency assumes the personnel responsibilities such as maintaining personnel files, managing payroll and administering benefits, etc., and thus, AmeriCorps members may receive additional policies and procedures that apply specifically to the Host Site where they are serving. Members will be given a copy of any additional policies and procedural documents to which members must adhere.

B. THE AMERICORPS MEMBER CONTRACT

In order to become an active AmeriCorps member with the Program, all potential members must read and sign the *AmeriCorps Member Contract*. This contract outlines the member's basic rights and responsibilities. The *Program Manual* is a supplemental policy and procedure document to which members must also adhere.

C. PROGRAM MANUAL CHANGES

Changes made to the *Manual* will be provided to AmeriCorps members, and Host Site Supervisors in writing. Each member will be given a "Receipt of Addendum" form which must be signed and returned back to the Lead Agency and/or Host Site Agency within a designated time period. Failure to do so may result in suspension without living allowance stipend or termination from the Program. It is the goal of the Program to provide additional information when requested to help clarify the addendum. Members are subject to all policies and procedures governing the Program and are required to sign documentation indicating that they have received any new policies.

D. SOURCES FOR THE PROGRAM MANUAL

This *Program Manual* is a compilation of the following sources:

- Corporation for National and Community Service Program Director's Handbook
- California Volunteer Sample AmeriCorps Member Handbook
- *AmeriCorps Provisions 2005*
- AmeriCorps Special Legal Issues – A Community Service Brief from the Non-Profit Risk Management Center

- Becoming a Better Supervisor – A Resource Guide for Community Service Supervisors
- The California Volunteers-Program Contract
- AmeriCorps Restoring Youth and Communities *Fact Sheet*

Section III

AmeriCorps Member Path of Service from Beginning to End

Section III: AmeriCorps Member Path of Service from Beginning to End

A. PROGRAM ELIGIBILITY AND HIRING PROCEDURES

Applicants must meet the following criteria and provide the required documentation in order to be eligible to enroll in the AmeriCorps program:

- Be a U.S. Citizen or U.S. National or a lawful permanent resident alien of the United States (Individuals who are in the United States under a student, work, or tourist visa are not eligible to become AmeriCorps members.)
- Be at least 17 years of age at the commencement of service
- Have a high school diploma or GED or agree to obtain their GED while serving
- Complete an application packet (which includes fulfilling pre-position and fingerprinting requirements), provide references and participate in a successful interview
- Not under active jurisdiction of local, state or federal justice agencies
- If former DJJ ward/parolee, must be discharged
- Minimum of two years with no pending charges or adjudicated penal, or health and safety offenses.
- No PC 290 registration requirements

Desired characteristics for AmeriCorps Member:

- Strong desire to work with youth currently incarcerated in DJJ facilities or on DJJ parole
- Wisdom and skills to make a difference in the lives of the DJJ youth
- Positive outlook in every situation and seeking opportunities for growth
- Dedication to serve as mentors for participating youth
- Reliable commitment to community service
- Creative thinker to create meaningful service-learning projects that contribute to rehabilitation
- Ability to assist others in developing personal and professional goals
- Act as a role model citizen and community member
- Respectful and professional in all circumstances
- Ability to work independently, as well as in groups
- Be able to communicate well with others

Note: False information provided on the AmeriCorps and Program application may be grounds for not selecting or releasing a member from the program for cause. This includes failure to disclose previous enrollment in other AmeriCorps and/or AmeriCorps VISTA programs, including whether the applicant was released for cause from these terms, falsification of prior employment history, failure to disclose prior felony convictions, or other such information.

Complete Member Application Process

The Program policy is to thoroughly research the background of prospective members to ensure the safety of those being served by this program and to ensure that all members are a suitable match for the service assignments. The Lead Agency and/or the Host Site will conduct a pre-selection reference check on all prospective members. The Lead Agency and/or Host Site Agency will only extend a Program Enrollment Offer to a candidate after all of the following are completed:

1. review of the candidate's application
2. one or more personal interviews
3. at least two references with satisfactory responses
4. submission of fingerprints to DOJ and FBI
5. proof of U.S. citizenship or U.S. National or a lawful permanent resident alien of the U.S. documentation
6. TB Test

Acceptable documentation of status of U.S. citizen or national:

- U.S. Birth Certificate showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, or the Northern Mariana Islands
- Unexpired U.S. Passport issued to an individual as a U.S. citizen
- Report of birth abroad of a U.S. Citizen (FS-240)
- Certificate of birth-foreign service (FS-545)
- Certificate of Report of Birth (DS1350)
- Certificate of naturalization (Form N550 or N570) INS
- Certificate of citizenship (Form N560 or N561) INS

Acceptable documentation of status as a lawful permanent resident of the U.S.:

- Permanent Resident Card or Alien Registration Receipt Card, INS form I-551
- Unexpired passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence
- Departure record (INS form I94) indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence

Fingerprint Requirements

All candidates who apply to serve in the Program as AmeriCorps members will be fingerprinted prior to being offered a term of service in the Program. Fingerprints will be sent to the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI). The Lead Agency and/or Host Site Agency will be responsible for reviewing the information. All information will remain confidential. If fingerprints are returned to the Lead Agency and/or Host Site with prior conviction(s) that are inconsistent with the eligibility requirements of the Program, these agencies, upon discussion with the member, have the right to exclude the member from serving in the Program.

B. NEW MEMBER ENROLLMENT

New Enrollees will be given a packet of personnel forms that must be completed before or as a member begins service. This process is called **New Member Enrollment**. The Personnel Packet will include (but not be limited to) the following:

- Program Manual
- AmeriCorps Member Contract
- AmeriCorps Enrollment Form
- Service Position Description
- California AmeriCorps Eligibility Verification Form
- Emergency Notification Form
- Healthcare Benefit Form (if applicable)
- Childcare Benefit Form (if applicable)
- Federal Education Loan Forbearance Request Form (if applicable)
- Auto Insurance Policy & Procedure (if applicable)
- Living Allowance Stipend Forms
- Additional Personnel Related Forms (as applicable)

At any time during the term of service, information on any of the personnel forms found to be false or purposefully omitted may be grounds for termination for cause. All information submitted is subject to verification.

C. NEW MEMBER ORIENTATION

The Lead Agency will conduct a four-day initial orientation session for all new members. The purpose of this orientation is to discuss the Program and Lead Agency's policies and procedures as set forth in the Program Manual and used by the Lead Agency and Host Site Agency. This orientation provides an in-depth introduction to the Program that communicates program objectives and performance measures, policies and procedures, and addresses questions and comments from the members.

The Host Site is responsible for providing a two-day orientation to new members serving in that site. This will provide additional information about the agency where the member will be serving. Included in the orientation will be a checklist of all items trained on.

D. TERM OF SERVICE

Full-time AmeriCorps Members

- Full-time AmeriCorps members must complete 1700 hours of service.
- On average an AmeriCorps member can complete 1700 hours of service in 10 to 11 months.
- AmeriCorps members cannot serve more than 11 months in 2010. They must complete their term of service in no less than 9 months but within 11 months.
- Full-time AmeriCorps members are eligible for an education award of \$4,725 upon successful completion of 1700 hours.

- Full-time members *cannot exceed* their Term of Service - 1700 hours. Each AmeriCorps member's individualized Program Year commitment is noted in the *AmeriCorps Member Contract*.

E. SERVICE HOURS

Lead Agency and/or the Host Site will provide members with a schedule that identifies the hours and days a member can be scheduled for service.

AmeriCorps members will be contracted for a set term of service. Each AmeriCorps member's individualized program year is outlined in the *AmeriCorps Member Contract*. Federal AmeriCorps stipend funds cannot exceed the contracted term of service hours, i.e., 1700 hours, which begins the day the member enrolls.

AmeriCorps members will be assigned their service schedule in advance and are not allowed to serve hours other than those authorized by their supervisor.

Members will not receive service hours when:

- Supervisor has not scheduled the member to serve.
- Member did not report to their service site as scheduled.
- A member has been suspended.

F. NATIONAL SERVICE DAYS

Throughout the year, AmeriCorps members have opportunities to come together for special events related to their service on National Service Days. These days are to remind members and communities that they are part of a national network of programs, celebrate their accomplishments and allow them to serve with community volunteers, other AmeriCorps members, and often other national service participants.

Generally, the dates for National Service are:

- Martin Luther King Jr. Day of Service – January
- Caesar Chavez Day – March
- National Youth Service Day/National Volunteer Week – April
- AmeriCorps Graduation Ceremonies – December

G. PROGRAM GRADUATION REQUIREMENTS

The Education Award will be released upon satisfactory completion of all program graduation requirements. The following requirements must be met in order to graduate:

- Complete Program Service Hour Commitment (1700 hours)
- Complete and submit all required Program Exit Paperwork (including an Exit Survey)
- Complete all mandatory training as required by your Lead Agency and/or Host Site
- Any additional requirements from the Lead Agency and/or Host Site

H. ELIGIBILITY FOR A SECOND TERM

Eligibility for a second term of service with the Program does not guarantee selection or placement. To be eligible for a second term of service with the Program the following must be completed:

- Letter stating your intent to apply for a second term. Submit to your Lead Agency and Host Site before your first term of service is completed.
- Complete an Application Packet (include your experience and training from your first term of AmeriCorps service).
- Fingerprints – All AmeriCorps members must obtain a DOJ and FBI clearance prior to a second term of service.
- References – At least one of your two references should be from a professional who witnessed your first term of service.
- Resume - Updated with your first term of AmeriCorps service information

Section IV

AmeriCorps Member Benefits

Section IV: AmeriCorps Member Benefits

A. AMERICORPS BENEFITS AT A GLANCE

Education Award – Provided to an AmeriCorps member who has successfully completed a required term of service in an approved national service position and meets all program eligibility requirements. A member who successfully completes a 1700 hour term of service receives an education award of \$4,725.

Training – Provided to all AmeriCorps members throughout their term of service on various topics as outlined in the Program Contract.

Living Allowance Stipend – The living allowance stipend of \$20,000 will be divided equally and be paid to the AmeriCorps member throughout their term of service. The pay warrants will be issued on a monthly basis by the State Controller's Office. The AmeriCorps members pay warrants will be included with all other CDCR-DJJ employees at the parole offices.

Childcare – Eligible full-time AmeriCorps members may have a childcare subsidy while they are participating in national service. In order to receive the subsidy, the member's family must be income eligible and the child(ren)'s caregiver must be considered a legal provider in California.

Healthcare – All AmeriCorps members who serve at least 140 hours per month and who are not enrolled with another health insurance carrier are eligible to enroll in the AmeriCorps Healthcare Insurance Plan.

Forbearance – AmeriCorps members are eligible to have the repayment of certain student loans postponed while they are earning an education award (during their term of service). Additionally, upon successful completion of their term of service, the National Service Trust will pay a portion of the interest that accrued on the forboreed student loans while the member was serving.

Worker's Compensation – Lead Agency is required to carry and pay the cost of Worker's Compensation Insurance for their AmeriCorps members.

B. EDUCATION AWARD

Qualification for the AmeriCorps Education Award

Upon successful completion of an AmeriCorps term of service, members are eligible for an education award.

Process for Obtaining the AmeriCorps Education Award

1. After successfully completing the term of service set forth in the *AmeriCorps Member Contract*, the Lead Agency will have the member complete the required paperwork to exit the member from the Program.

2. After returning the required forms to the Lead Agency, the forms will be verified and entered into the National Service Database at the Corporation for National and Community Service located in Washington, D.C.
3. After all of the paper work is processed (approximately 30 working days), the National Service Trust (Trust) will send a letter to those members who completed their contracted term of service. The letter will contain information about the education award.
4. Members should present this letter from the Trust to their loan holder or the school financial counselor at the school they plan to attend. The loan holder or school will contact the National Service Trust for payment. Payments will be made directly to the school or loan holder. When payments are made, the National Service Trust will notify members and provide a statement with balance information.
5. The education award letter will automatically be sent to the member's permanent address, furnished by the member upon enrollment and again upon exiting. Therefore, the Corporation and the National Service Trust must be notified of any address changes.
6. Members should be aware that it may take up to a maximum of 30 working days to complete the necessary paperwork and to process the education award.

NOTE: *According to the IRS, in most cases, education awards are subject to income taxes in the calendar year in which they are used (**not earned**). Members will receive an IRS Form 1099 from the Corporation to be used in preparing income tax returns.*

Pro-Rated Education Award

Under special circumstances, based on review and approval by the Lead Agency, members may receive a pro-rated education award if the member is unable to complete their term of service due to documented compelling circumstances. To request a pro-rated education award, AmeriCorps members must submit a letter to the Lead Agency that describes the compelling circumstance justifying a pro-rated award. Include with the letter doctors' notices or other pertinent documentation. If approved, the Lead Agency, will contact member with the final decision within ten working days of **receiving** the letter of request.

Frequently Asked Questions about the Education Award

- *What do I need to do to earn the education award?*

You must complete your term of service, which varies for each AmeriCorps program but generally is between 10 to 11 months for 1700 hour members.

- *What happens to the award voucher when I finish service?*

When you complete and submit the End of Term Service Form to your Lead Agency, that information is downloaded by the National Service Trust. The Trust will send you a voucher and letter that you must take to the school to which you will apply your award or the lender of your student loan. The actual payment will be sent directly to the school or lender; it will not go to you.

- *What is the amount of the award I will receive?*

The amount of the education award depends on the term of service you complete. If you complete a full-time term of service, you will receive a \$4,725.00 award.

- *Where does the money to pay for the awards come from?*

The awards are provided for by a special account in the United States Treasury called the National Service Trust, which is referred to as “the Trust” in these questions. The Corporation for National Service, which is the parent organization for the AmeriCorps programs, manages the Trust.

- *How many education awards can I receive?*

Two. You may receive one award for each of two terms of service. Though AmeriCorps members may complete more than two terms of service, they can receive education awards for only two terms. Both terms can be for full-time or part-time.

- *How long do I have to use my education award?*

You must use the award within seven years from the date you complete your service. You may apply for an extension of this time period if you were performing another term of service in an approved AmeriCorps program or if you were unavoidably prevented from using the award during the period. You must apply for an extension from the National Service Trust before the end of the seven-year period.

- *What can I use my education award for?*

Awards can be used to repay existing or future qualified educational loans or to pay for the cost of attending a qualified college or graduate school or an approved school/work program, as defined by the Departments of Education and Labor. The award is not limited to one loan or one school. It can be used to help pay several qualified loans, to pay the costs of attendance at several education institutions, or pay for a combination of loans and schools.

- *What expenses are considered part of the “cost of attending” a qualified school?*

The Department of Education has defined the term “costs of attendance” to mean tuition, normal fees, required material, equipment, and supplies. In addition, each educational institution establishes allowances for room and board, books, supplies, transportation, and miscellaneous personal expenses. These expenses, too, are included in the cost of attendance. See your school’s financial aid office for the expenses covered in the cost of attendance for your academic program.

- *If I have already paid for some education expenses out of my own pocket, can the check be sent to me?*

By law, the Trust can only send checks to qualified schools and loan holders. Checks cannot be sent to others, such as landlords, parents, or mortgage companies. However, your school can reimburse you for expenses included in the “cost of attendance” that you paid for yourself. See your financial aid office for more information on how they handle reimbursements and disbursements.

- *What kinds of schools can I attend using the awards? What kinds of loans can I pay off using the awards?*

You may attend an institution of higher education (including certain vocational programs) as defined in section 481(a) of the Higher Education Act of 1965, as amended (20 U.S.C. 1088(a)). These are known as Title IV Schools. This includes most institutions of higher education (including graduate and professional programs), as well as some vocational schools. If in doubt, you should check with the institution prior to making definite plans. The institution's financial aid office will know if they meet this requirement.

- *What kinds of courses can I use my education award for?*

You may use your education award to pay for all courses in which you are enrolled as a student at a Title IV Educational Institution. You are not limited to courses that are part of a degree, certificate or credential program.

- *What does "a qualified student loan" mean?*

A qualified student loan means any loan made, insured, or guaranteed pursuant to Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.), other than a loan made to a parent of a student pursuant to section 428B of the Act; and any loan made pursuant to Title VII or VIII of the Public Service Health Act (42 U.S.C. 292a et seq.). These citations should be in your loan papers. Your lender will be able to tell you if the loan is covered. If you are unsure whether the school or the loan qualifies, ask the school or lender. Get written confirmation if there are any questions.

- *Can an education award be used to study outside the U.S.?*

You may use the education award to attend many schools outside the U.S. Generally, if Stafford loans are available to attend the school, it is a school where you can use the education award. Also, many qualified U.S. post-secondary institutions offer educational opportunities abroad. Before you enroll in a school abroad, you should check to see if the school qualifies. The Trust office can provide you with additional information.

- *Will the education award affect my eligibility for other student financial aid?*

Due to changes in the Higher Education Act, the education award may be considered by financial aid offices in determining eligibility for certain types of Federal student aid. Students should contact their school's financial aid offices. Financial aid offices follow the guidelines issued by the U.S. Department of Education when developing a student's financial aid package.

- *What happens if I do not complete my full term of service?*

A Member who has served at least 15% of the term of service and is released from service for compelling personal reasons is eligible to receive a prorated award, based on the length of service. Members who quit for other reasons or who are released for cause are not eligible for any portion of an award.

- *What are compelling personal reasons?*

It is up to individual programs to determine the compelling personal circumstances under which they will release an AmeriCorps Member from a term of service. Examples of circumstances that might be considered are serious illness/injury to the Member or the death of an immediate Member of the participant's family, or early closing of the Member's project.

- *What happens if I withdraw from the school or fail to complete my period of enrollment for which the award has been used?*

The school must have a fair and equitable refund policy that complies with the Higher Education Act of 1965, as amended. If there is any refund owed and returned to the Corporation, the amount will be credited to your "account" in the Trust, and can be used by you, within 7 years of your completion of service.

- *Will I have to pay taxes on my education award?*

According to the IRS, in most cases, awards are subject to income taxes in the calendar year in which they are used. The Corporation will deduct no taxes, but will send you a Form 1099 to be used in preparing your income tax return. Payments made on the interest that accrued during your service are also subject to income taxes and will be included on your Form 1099.

- *Is my award transferable? For example, if I am unable to use it, can I transfer the award to another individual?*

No. Only approved AmeriCorps members are eligible for education awards. You may not transfer it to a relative or any other individual under any circumstance.

- *How can I get a duplicate voucher?*

You can e-mail edawardvoucher@cns.gov for duplicate vouchers. In that e-mail include:

1. Your name
2. Project name(s)
3. Completion date

****Don't send your Social Security Number via e-mail, it's not secure.**

You can also call 1-888-507-5962

Contact Information: The Corporation for National and Community Service -
National Service Trust:
1201 New York Avenue, NW
Washington, DC 20525

Phone Numbers:	Trust Hotline	1-888-507-5962
	Education Award	1-202-606-5000 ext. 347

C. TRAINING

The Program and the Corporation for National and Community Service utilizes a comprehensive training program for AmeriCorps members and program staff. A comprehensive training program develops the AmeriCorps member into an effective, well-trained, and valuable team member in their respective area of service. Training is an ongoing component of the Program. The Corporation for National and Community Service allows up to 20% of total service time to be dedicated to training.

AmeriCorps members will have training scheduled by their Lead Agency and Host Site. Training topics include but not limited to: [Orientation, Child Abuse Mandated Reporting, CPR/First Aid, Conflict Resolution, Team Building, Diversity, Professional Boundaries, Confidentiality, Family Violence, Career Planning (Life After AmeriCorps), Child Development/Parenting, and Local Community Service].

Training is a benefit that the AmeriCorps program offers to members. Trainings are mandatory. It is expected that AmeriCorps members attend and participate fully to obtain the most from the material being presented.

D. LIVING ALLOWANCE STIPEND

The National and Community Service Act of 1990 requires AmeriCorps programs to provide members with a living allowance stipend during their term of service unless you are serving as an Education Award only member. Lead Agency and/or the Host Site Agency will clearly communicate individual member living allowance stipend amounts and dates of payment in the *AmeriCorps Member Contract*.

Members will have service hours scheduled by their supervisor during their term of service so that they complete the contracted number of hours of service during the set time outlined in the *AmeriCorps Member Contract*. Members will receive the fixed living allowance stipend independent of how many service hours they perform in a pay period.

Members who do not complete the contracted service hours will not be eligible for an education award. AmeriCorps members have an 11-month maximum to complete their term of service. After the 11th month, if the member has not completed the contracted service hours, the member will be automatically terminated from the program and will not receive an education award.

E. LIVING ALLOWANCE STIPEND IMPACT ON MEMBER BENEFITS

Member Classification

AmeriCorps members are not employees of the Program or of the federal government. The definition of “participant” in the National and Community Service Act of 1990 as amended applies to AmeriCorps members. As such, “a participant (member) shall not be considered to be an employee of the Program in which the participant (member) is enrolled. Moreover, members are not allowed to perform an employee’s duties or otherwise displace employees.”

The Effect Of A Living Allowance Stipend On A Member's Work-study and Other Student Assistance

Work-study is a federal need-based program administered through post-secondary institutions to provide students with part-time employment while they attend school. A member's living allowance may affect work-study eligibility or eligibility for any other federal student aid. While financial aid officers have been asked not to take the living allowance into account in determining state aid or private scholarships, programs cannot look to federal law to ensure this.

The Effect Of A Living Allowance On A Member's AFDC (or TANF), Food Stamps, And Other Need-Based Programs

A member's living allowance stipend may affect his or her eligibility for need-based programs funded under the Social Security Act, such as AFDC or TANF, Supplemental Security Income (SSI) and Medicaid. A member's living allowance stipend does not affect his or her eligibility for all other federal need-based programs such as Food Stamps, Section 8 housing, and public housing.

F. TAXES

All applicable taxes will be deducted, based on the completion of the Member's Employee Action Request (STD. Form #686), prior to the Member receiving the Living Allowance. The Employee Action Request Form is utilized in lieu of the W-4 Tax Form.

G. TAX BENEFIT: EARNED INCOME CREDIT (EIC)

The earned income credit (EIC) is a credit for certain members. It can reduce the tax owed. It may provide a refund even if no tax is owed. AmeriCorps members may be eligible to get part of the earned income credit (EIC) in advance with their stipend checks. Please read the W-5 Form in the New Enrollment Packet to determine eligibility.

H. GARNISHMENT

AmeriCorps members receive a living allowance stipend paid from both federal and private sources. The Office of the General Counsel for the Corporation for National and Community Service has determined that the federal portion of the living allowance stipend (the amount paid from the National Service Trust) is protected from garnishment by sovereign immunity.

Based on the Program's funding sources, no more than 15% of an AmeriCorps member's total living allowance stipend can be garnished.

I. CHILDCARE

AmeriCorps*CARE childcare benefits are administered through the National Association of Child Care Resource and Referral Agencies (NACCRRA). **Members interested in childcare benefits need to request a Childcare Benefits Packet from the Lead Agency at the time of the New Member Enrollment.**

Members have 10 days to deliver or mail their completed paperwork to the Lead Agency. Childcare may begin 10 days prior to the date the paperwork is received by the Lead Agency. See examples and additional information in the Childcare Benefit Packet.

AmeriCorps*CARE covers 100% of the *current market rate* for childcare costs for eligible members who select qualified childcare providers. (Reimbursement rates and eligibility are based on locally established guidelines under the Childcare Development Block Grant, a federally funded program administered by each state). Childcare payments are paid directly to the childcare providers.

Members may not contract with AmeriCorps*CARE for childcare benefits and also contract with another provider, receiving dual payment for childcare.

AmeriCorps members and childcare providers may contact AmeriCorps*CARE with any questions or concerns about the childcare benefits at: 1-800-570-4543 extension: 121/122.

Who Is Eligible For Childcare Benefits?

AmeriCorps*CARE will provide childcare payments for AmeriCorps member's children who are under 13 years of age if the following requirements are met:

- Member must be a full-time member (1700 hours) or a half-time member (900 hours), serving in a full time capacity for a sustained period of time.
- AmeriCorps member (and his/her family) must be income eligible. Income eligibility guidelines are included in the Childcare Benefits Packet.
- Member must be a parent, legal guardian or adult acting as legal parent or guardian for the child(ren) under 13 years of age and must reside with those children.
- Member must not be receiving childcare assistance from other sources.

Who Is Not Eligible For Childcare Benefits?

- Members who are not serving full time.
- Members who are absent from the program for five or more scheduled days in a month with unexcused absences.
- Children who are 13 years of age and older.
- Members who are on leave of absence.
- Members who are terminated from the program.
- Members whose income levels exceed qualification standards. Members can request a living allowance stipend reduction in order to qualify for the childcare income level.

Childcare Application Process

1. Within 10 days of their contracted start date, members who are requesting childcare must submit a completed childcare application with supporting documents to the Lead Agency.

2. During the interview process and New Member Enrollment, members will be strongly encouraged to submit childcare applications for a Primary and Back-up/Sick Care providers. AmeriCorps members are responsible to report to their service site as assigned and should have back-up arrangements made when childcare issues arise. In the Childcare Benefits Packet, members will be given a childcare packet for both a Primary and a Back-up Sick Care Provider.
3. Failure to provide additional childcare providers can result in unexcused absences if primary provider cannot provide services due to illness. Members are strongly encouraged to provide enough childcare providers so that he/she will be able to meet their service requirements. Excessive absences from the service site and the inability to complete scheduled service hours can potentially jeopardize earning the AmeriCorps education award and successfully completing the Program. Members should also determine if the childcare provider takes care of children when the children are ill. Members need to have a back-up plan in place when their primary child care provider is ill.
4. Members can submit a Primary Provider Application and as many additional Backup Providers needed in order to meet their service schedule without any interruptions. Members need to consider if their childcare providers are able to care for their children Sunday through Saturday, between the hours of 6 a.m. and 10 p.m., or the hours set by individual Host Sites Agencies. Members are responsible for securing childcare providers that can meet the schedule requirements of the Program.
5. Once the member completes the childcare packet and submits the required paperwork, the forms are sent to the Lead Agency. Members have 10 days to get the application to the Lead Agency. The role of the Lead Agency office is to verify the applications. They have no jurisdiction on the final approval.
6. Members are responsible for making copies of all their paperwork and forms in case the documents are lost in the mail.
7. Members must advise their childcare providers that once the paperwork is submitted to the Lead Agency the paperwork is reviewed for completion and then sent to AmeriCorps*CARE in Washington, D.C. Be prepared to allow approximately 45 working days from the time the paperwork is mailed from the Lead Agency for payment coupons to be sent to the member.
8. Within 30 working days from the date the childcare benefits application is forwarded to AmeriCorps*CARE in Washington D.C., the member and the childcare provider will be notified by AmeriCorps*CARE to finalize the contract.
9. Members will be reimbursed for childcare provided up to 10 days prior to the submission of a complete childcare application.

10. After the initial enrollment period, if a member wants to add or change a childcare provider, the paperwork must be received 10 working days prior to beginning childcare with the new childcare provider. The payment period begins on the day the paperwork is approved by AmeriCorps*CARE.

Childcare Application Requirements

The State of California defines eligibility requirements that are observed by AmeriCorps*CARE. Members are subject to these state laws. When choosing a childcare provider, the following guidelines must be followed:

- Childcare facilities must be licensed.
- The childcare provider must be at least 18 years of age.
- Friends or neighbors taking care of children must be Trustlined. Call 1-800-570-4543 for information regarding the Trustline process for family and friends who are not licensed for childcare.
- If a family member is caring for your child(ren), you must call the AmeriCorps*CARE representative in advance and obtain a verbal waiver from being Trustlined. Not all family members have to be Trustlined; however, the waiver will be granted based on AmeriCorps*CARE's review of each member's family situation.
- Call 1-800-570-4543 x121 or 122 and document the AmeriCorps*CARE staff who provided the waiver excusing the family member who does not have to be Trustlined.

Member Responsibilities Regarding Childcare

Members will be given a Childcare Benefits Packet and are responsible for reading and understanding the information contained in the packet.

- Members have 10 days from the first day childcare begins to complete the information and send it to the Lead Agency.
- Members are responsible for securing all documents required to submit the childcare application packet.
- Members are required to sign the *Program Manual* Receipt Acknowledgement, indicating that the member understands the responsibilities associated with childcare. Rules and procedures not followed by the member can result in the member being responsible for payment to their childcare provider.
- Members are responsible for securing Primary and Back-up Sick Day Childcare providers, in advance, so that he/she can meet their Program schedule obligations.
- Members are responsible for returning all unused childcare coupons to their Lead Agency when membership from the program terminates.
- Members who do not serve a minimum of 140 hours average per month will not be eligible for childcare. Members will assume responsibility for childcare payments for those months when the member serves an average of less than 140 hours.
- Members are required to resubmit necessary childcare forms to report the following changes in their status, which may affect eligibility: change in family gross income, family size, marital status, hours of service, change of caregiver,

hours of childcare needed, and leave of absence from the program for any reason and for any length of time.

J. HEALTHCARE

AmeriCorps members serving at least 140 hours per month are eligible for Healthcare Coverage unless covered by another healthcare policy. The member's dependents are not eligible for coverage under the AmeriCorps Healthcare plan. Eligible members can enroll with the Healthcare Coverage Plan, administered by Strategic Resource Company, provided by the Lead Agency.

If the member already has healthcare insurance coverage, the member must decline Healthcare Coverage on the Program Healthcare Benefit Form. If, during the term of service, the member is no longer covered by another healthcare plan, the member can apply for AmeriCorps Healthcare Coverage. Details can be obtained from the Lead Agency.

Those members eligible for the AmeriCorps Healthcare plan can complete the Healthcare Benefit Form at the time of enrollment. Healthcare Coverage terminates on the last day of the month in which the member completes the contracted term of service or is terminated from the program.

Members can choose to continue their Healthcare Coverage once they have terminated from the program by completing a "Continuation of Coverage" form. This form will be sent upon termination to the member from the Strategic Resource Company (SRC), the AmeriCorps Healthcare Insurance Company.

***Note:** The Program encourages healthcare coverage for all AmeriCorps member dependents. The Program strongly recommends that AmeriCorps member children be enrolled in Healthy Families Insurance. Check with your Lead Agency to find a Healthy Families Enrollment Entity in your area or call the Healthy Families/Medi-Cal for Families Outreach Information Line at 1- 888-747-1222.*

K. FORBEARANCE

Upon acceptance into the Program, members become eligible to apply for a postponement towards the repayment of current qualified student loans and deferment from student loan interest payments. The following qualifications must apply:

1. In order to postpone the repayment of qualified student loans, members need to complete the Forbearance Form located in the New Member Enrollment Packet. Members must submit their forbearance request for outstanding qualified loans to the Lead Agency within 30 days of their enrollment in the program.
2. The acceptance of this request to defer interest payment and postpone the payment of the qualified student loan(s) is based on:

- If the loan qualifies under Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.), other than a loan made to a parent of a student pursuant to section 428B of the Act 42 U.S.C. 292 a et seq.; and any loan made pursuant to Title VII or VIII of the Public Service Health Act. Contact the school's financial aid personnel to determine if member's loan qualifies.
 - The loan or school's financial aid personnel must agree to accept the deferment/postponement. Since there are several types of forbearance and deferments, each with their own unique characteristics, members must make sure the loan holders understand that they are requesting forbearance based upon their AmeriCorps National Service. The National Service Trust certifies member's status in service, but the lending institutions or loan service determines eligibility for forbearance.
 - Student loans that are in default may not be eligible for postponement.
3. Upon successful completion of the member's term of service, the Trust will pay a portion of the interest that accrued on the student loans while the member was serving if:
- The member applied for Forbearance Benefits at the time of initial enrollment in the Program.
 - The member successfully completes the original set term of service (1700 hours).
 - Upon completion of a member's term of service, the member completes the Interest Accrual Form. Submit the Interest Accrual Form to your loan holders.

***NOTE:** Since these are benefits above and beyond the education award, interest payments will not be deducted from the amount of the education award. Interest paid by the Trust is subject to income taxes. The Corporation does not withhold taxes, since it does not know the tax bracket the member will be in for that particular year. Members will receive an IRS Form 1099 from the Corporation for National Service to be used in preparing their income tax return.*

L. WORKER'S COMPENSATION

All states have Worker's Compensation Laws. The purpose of these laws is to promote the general welfare of people by providing compensation for accidental injuries or death suffered in the course of employment (interpreted as service for AmeriCorps members). These laws are designed to provide protection to workers suffering occupational disabilities through accidents arising out of, and in the course of employment. Generally, lump sum payments are made in the case of death, the amount varying by number and type of dependent survivors.

The AmeriCorps Program requires each Lead Agency to carry and pay the entire cost of Worker's Compensation Insurance for their AmeriCorps members. A member who suffers an injury or illness while serving may be eligible to receive payments through the insurance company for lost time. In addition to disability payments, necessary hospital, medical and surgical expenses are covered under Worker's Compensation, with payments being made directly to the hospital or physician. In California, Worker's Compensation is

not paid until the member has been absent three days following treatment by a physician or hospitalized, whichever comes first.

The Lead Agency and/or Host Site Agency will give members written information about the Worker's Compensation policy. Members are required to follow the policy. Failure to follow the Lead Agency's written policy may result in loss of Worker's Compensation Benefits.

Section V

AmeriCorps Member Policies

SECTION V: AMERICORPS

A. CITIZENSHIP

Jury Duty

Serving on a jury is an important responsibility of citizenship. To strengthen the spirit of citizenship, members are encouraged to serve on jury duty. Members serving on a jury will not be penalized for doing so. During the time a member serves as a juror, the member will continue to accrue normal service hours, receive their living allowance stipend, and maintain healthcare and childcare benefits. The member may keep reimbursements for incidental expenses received from the court.

Voting

The Program encourages eligible members to register to vote. Lead Agencies and Host Sites may allow members to register and/or to vote during service hours, and the time can be counted as Member Development hours for the Citizenship Training Topic. The Program may not require members to register or to vote, or attempt to influence how members vote.

Voter Registration

Program funds may not be used to conduct voter registration drives. This is not an authorized service activity for AmeriCorps members. Non-partisan voter registration efforts are also prohibited.

Armed Forces Reserves

Generally, the Reservists in the U.S. Armed Forces are required to serve one weekend a month plus two weeks of active duty service a year. If members have a choice as to when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service. When that is not possible, members should be granted a leave of absence for the two-week period for active duty service in the Reserves. Members will be given service hours during their two-week active duty service in the Reserves if it occurs during their AmeriCorps service. Reservists in the U.S. Armed Forces receive compensation for their mandatory two-weeks of active duty service. The Program should continue to pay the living allowance and provide childcare and healthcare coverage for the two-week period of active duty. Members may not receive time off for additional Reserves-related service beyond the two-week active duty service. No AmeriCorps service credit is earned for the one weekend a month service in the Reserves.

B. NONDISCRIMINATION POLICY

It is the policy of the Program to assure all persons of equal rights and opportunities with respect to serving in this organization. It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, religion, ancestry, national origin, age, sex, marital status, political affiliation, medical condition (cured or rehabilitated cancer) or disability (including AIDS), nor any other category or classification that is either

prohibited by law or unrelated to the services to be performed or the services to be provided. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination.

Violation of Civil Rights

The Program policy reflects the intent and the regulatory law of Title VII and all other Civil Rights Acts. The Program is obligated to maintain a work environment free of all intimidation, insult, specifically racial/ethnic and any form of harassment. Criminal penalties extend to those who injure, intimidate, or interfere with a person's civil rights, and those who attempt to do so. An AmeriCorps member involved in any form of a substantiated allegation of racial, sexual, religious, or ethnic epithets, harassment, intimidation, insults, or other categories falling into this category, including verbal abuse and sexual propositions, will be subject to disciplinary action. This disciplinary action can include dismissal for cause if the allegation is substantiated.

Any member who believes she/he has been the subject of harassment should report the alleged act immediately (within 24 hours) to their designated supervisor or to the Lead Agency or Host Site. An investigation of all complaints will be undertaken immediately by the Lead Agency. Any supervisor, agent or member who, after appropriate investigation by the Lead Agency, has been found to **have engaged** in sexual, racial or ethical harassment of an AmeriCorps member, will be subject to appropriate sanctions depending on the circumstances. Sanctions may range from a warning placed in the person's confidential personnel file to termination from the program for cause.

The Program recognizes that it can be difficult determining whether a particular action or incident is an inappropriate overture without a discriminatory employment effect or an act of harassment affecting employment. Consequently, the Program personnel will examine all the factual details of the incident. Given the nature of discrimination, the Program recognizes that false accusations of harassment can have serious effects on innocent persons. We trust that all AmeriCorps members will continue to act responsibly and establish a healthy environment free of harassment and discrimination. All members are encouraged to seek clarification and understanding on this to their designated supervisors, Host Site Agency, or Lead Agency.

Sexual Harassment Policy

Sexual harassment is an unlawful practice prohibited by both federal and state law. All AmeriCorps members must be allowed to serve in an environment free from unsolicited and unwelcome sexual behavior or overtures. This has become part of the interpretation of Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination in employment based on gender.

The Equal Employment Opportunity Commission Guidelines define sexual harassment as: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's service.

- Submission to or reflection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Slurs and other verbal or physical conduct relating to an individual's race, national origin or religion also constitute harassment when that conduct's purpose or effect is to interfere with work or service performance or create an intimidating, hostile, or offensive e work or service environment.

It is the policy of the Program that sexual harassment is unacceptable behavior and it will not be condoned or tolerated. Individuals and sites that violate this policy will be subject to disciplinary action up to and including termination of their term of service and/or termination of their right to participate in the Program partnership.

Site Supervisors, Host Site and the Lead Agency are directly responsible for preventing sexual harassment from occurring by taking appropriate action.

If you feel your right to a sexual harassment free work-place has been violated, you must immediately contact your site supervisor and your Lead Agency.

C. REASONABLE ACCOMMODATIONS

Members have a right to reasonable accommodations for any disability. If a member has a mental or physical disability or medical condition and needs accommodation made at his/her service site in order to perform the assigned responsibilities, please contact the Lead Agency.

D. DRUG TESTING

To provide a safe environment for the beneficiaries served by the Program, members may be required to be drug tested. The Lead Agency and/or the Host Site Agency will give each member a written policy regarding drug testing.

E. DRUG-FREE WORKPLACE ACT

The Program prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance. If a member needs drug counseling or rehabilitation services, the supervisor may provide a referral at the member's request. A drug-free awareness program will inform each member about the dangers of drug abuse in the workplace. These dangers include death and injury resulting from accidents to the employee and/or co-workers, dereliction of duty, poor judgment and carelessness. Substance abuse also results in lost productivity, reduced efficiency and increased absenteeism by the substance abuser and interferes with the job performance of employees who do not use illegal unauthorized substances.

Members are required to notify their supervisor of any criminal drug statute conviction. Member participation is conditional upon compliance with the notice requirements. If a member violates such prohibitions, the member will be released from the program immediately. In addition, disciplinary action may be taken in accordance with the law and/or the satisfactory completion of drug abuse assistance or rehabilitation program may be required.

AmeriCorps members, who are suspected of distribution or possession of any illegal drug while serving, will be asked to leave their service site immediately and will not be able to return to their work site until an investigation is completed. The Lead Agency and/or the Host Site will conduct the investigation. If the results from the investigation reveal that the member brought or used illegal drugs or alcoholic beverages on the service site or while serving, progressive discipline will be administered and is cause for termination from the program. Termination from the program will result in the loss of the education award.

F. CONFIDENTIALITY

To create and maintain an environment of safety and trust, family and agency confidentiality must be maintained.

Confidential Files and Information

Careful custody and handling of documents and materials containing confidential information as well as discussed or overheard private communications are of critical importance. Members are responsible for safeguarding this information against theft, loss, unauthorized use or disclosure. Therefore, if in the course of serving, the member has access to such materials or information, the member must take whatever steps are necessary to assure that it is handled, stored, transmitted or destroyed in a manner which will preclude loss or misuse. For the purposes of the AmeriCorps Restoring Youth and Communities Program, members do not have a need to know or a right to know about offender record information.

Such information should be given only to those persons in the Lead Agency and/or the Host Site who have a need and authority to know in order to function in their jobs. No one else, inside or outside the Lead Agency and/or the Host Site shall access this information. Information will be identified as confidential by the Lead Agency and Host Site.

Unless released by court order or subpoena, information in the AmeriCorps member personnel file is confidential and will be available for inspection only to the member, his/her designee, the Program Director and/or Site Supervisor or his/her designee in connection with proper administration of the Agency's affairs and/or supervision of the AmeriCorps member, and the member shall be immediately informed of the service of a subpoena requesting release of information from his/her file, or of a court order.

***NOTE:** Violation of confidentiality may result in discipline up to and including release for cause.*

G. PROHIBITED ACTIVITIES RULES

While charging time to the AmeriCorps Program, accumulating service or training hours, or otherwise performing activities associated with the AmeriCorps program or the Corporation, staff and members may not engage in the following activities:

- a.** Attempting to influence legislation.
- b.** Organizing or engaging in protests, petitions, boycotts, or strikes.
- c.** Assisting, promoting or deterring union organizing.
- d.** Impairing existing contracts for services or collective bargaining agreements.
- e.** Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office.
- f.** Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials.
- g.** Engaging in religious instruction; conducting worship services; providing instruction as part of a Program that includes mandatory religious instruction or worship; constructing or operating facilities devoted to religious instruction or worship; maintaining facilities primarily or inherently devoted to religious instruction or worship; or engaging in any form of religious proselytization.
- h.** Providing a direct benefit to:
 - i.** A for-profit entity;
 - ii.** A labor union;
 - iii.** A partisan political organization; or
 - iv.** An organization engaged in the religious activities described in the preceding sub-clause, unless Grant funds are not used to support the religious activities.
 - v.** A nonprofit entity that fails to comply with the restrictions contained in section 501(c)(3) of U.S. Code Title 26.
- i.** Voter registration drives by AmeriCorps members is an unacceptable service activity. In addition, Corporation funds may not be used to conduct a voter registration drive.
- j.** Other activities as the Corporation determines will be prohibited, upon notice to the Grantee.

Individuals may exercise their rights as private citizens and may participate in the above activities on their initiative, on non-AmeriCorps time, and using non-Corporation funds. The Lead Agency, Host Site or AmeriCorps members may not use or display the AmeriCorps logo in connection with any prohibited activity.

H. FUND RAISING

- a.** Approved Member Activities: Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs. Examples of fundraising activities members may perform include, but are not limited to the following:

- i. Seeking donations for of books from companies and individuals for a program in which volunteers tutor children to read.
- ii. Writing a grant proposal to a foundation to secure resources to support the training of volunteers.
- iii. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals.
- iv. Securing financial resources from the community to assist a faith-based or community-based organization in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of the faith-based organization.
- v. Seeking a donation from alumni of the program for specific service projects being performed by current members.
- b. Prohibited Member Activities: A member's service activities may not include the following:
 - i. Raising funds for his or her living allowance.
 - ii. Raising funds for an organization's operating expenses or endowment.
 - iii. Writing grant applications for AmeriCorps funding or for any other funding provided by the Corporation for National and Community Service.
 - iv. Writing grant applications for funding provided by any other federal agencies.

I. FAMILY AND MEDICAL LEAVE ACT

The Family and Medical Leave Act of 1993 (FMLA) requires that members, **if eligible**, be granted up to 12 weeks of unpaid leave per year in the following situations:

1. Member needs time to attend to the birth, adoption, or placement in foster care of a child,
2. Member must care for a spouse, child, or parent with a serious health condition, or
3. Member develops a serious health condition that makes the member unable to perform

To be eligible for leave, a member must have provided service for at least 12 months and have completed at least 1,250 service hours. Contact your Lead Agency if you have further questions or are requesting leave as entitled by F.M.L.A.

J. ASSISTING MEMBERS WITH LIFE-THREATENING ILLNESS

The Program recognizes that members with life-threatening illnesses, including but not limited to cancer, heart disease and AIDS, may wish to continue to engage in as many of their regular activities as their condition allows, including serving in the program.

As long as these members are able to meet acceptable performance standards and medical evidence indicates that their conditions are not a threat to themselves or others, they will be permitted to serve.

The Program will treat all medical information obtained from members as confidential. Members will be required to submit, upon request, doctor's statements addressing work

related questions to determine their ability to continue serving and to meet the duties described in the service duties and requirements description.

K. EXTENDED LEAVE OF ABSENCE

For situations that require an extended leave of absence, the Lead Agency and/or the Host Site Agency will review the situation to determine how it should be addressed. An example of a special circumstance situation is a member who had the flu for a week and had a doctor's statement verifying the condition. Additionally, for long-term illness or emergency situations, a Change of Status may be recommended. Each situation will be reviewed individually. In the case of extreme situations - extended illness, family emergencies, maternity leave, etc., that require considerable time away from the service site, members are allowed to request a leave of absence from the program.

Extended Leave Of Absence Procedure

1. Put the request in writing and attach pertinent documentation.
2. Discuss the situation and submit written request to the Host Site Supervisor.
3. If approved by the Host Site Supervisor, submit written request to the Lead Agency.
4. If approved by the Lead Agency, the Lead Agency will complete a Change in Status Form suspending the member for compelling personal circumstances and changing the date the member will be expected to complete the program.

The Impact of Extended Leave On Program Benefits

For the extended leave period, members will not be paid. Childcare benefits **cannot** be used during the extended leave period. Members may continue to receive health care coverage for up to 12 weeks of leave.

In the case of maternity leave, a member may not be gone longer than 12 weeks to remain in the Program. During maternity leave, members may remain on the healthcare policy, but must decide whether to resume service after 12 weeks or take a pro-rated education award, if eligible.

Notice to Childcare and Health Care Providers. The Lead Agency must notify the Corporation's designated agents immediately in writing when a member's status changes such that it would affect eligibility for childcare or health care. Examples of changes in status are converting a full-time member to less than full-time member, terminating or releasing members from service, and suspending members for cause for lengthy or indefinite time periods. Program directors should contact AmeriCorps@Care at 1-800-570-4543 on childcare related changes, and their health insurance provider about health insurance related changes.

The Impact of Extended Leave On Service Hours

Since the member is not scheduled to serve, the member will not earn service hours during a leave of absence. Members will not lose hours previously accrued toward their graduation requirement and will be eligible to re-enter the program at a later date if the Program is still in existence. The member will resume accruing hours from where he/she

left off. If a Change of Status Form has been completed, then the 12 month maximum a member is allowed to serve will be extended by the length of the leave of absence (not to exceed the end date of the Program Contract Year). Because the AmeriCorps funding is based on a set cycle, and is not guaranteed, members should re-enter the program as early as possible in order to complete their term of service.

During An Extended Leave

Members must keep the Lead Agency abreast of their situation through pre-determined check-in times during their extended leave. Effort should be made to return to the Program as soon as possible to best serve children, families and the community. Notice should be given to Lead Agency and the Host Site Supervisor as to the date the member will be returning to the Host Site.

Termination From An Extended Leave

If a member does not check-in as directed and does not return to the Host Site on the designated return date, they will be sent a notice of service abandonment, which may lead to termination from the Program. If the member decides not to re-enter the program and communicates as directed with the Lead Agency, the member may be eligible to receive a prorated education award, as long as they have served at least 15% the hours of their service term.

L. RELEASE FROM TERM OF SERVICE FOR COMPELLING CIRCUMSTANCES

AmeriCorps Program members may be released from service for compelling personal circumstances.

Pro-Rated Education Award Request

If a member is released for compelling personal circumstances the member is eligible to request a pro-rated education award. Members must submit their request for the pro-rated education award to their Lead Agency. The Lead Agency is responsible for reviewing all pro-rated education award requests. In order to be eligible for a pro-rated education award, the member must have served a minimum of 15% of their term of service (Source: AmeriCorps Provisions 2004, Release From Participation – Compelling Circumstances).

Examples of Compelling Personal Circumstances:

1. Critical illness of the member.
2. Death or critical illness of a member's immediate family (spouse or child).
3. Termination of a project site if reassignment to another project is not possible.

The following situations would not justify the member receiving an award:

1. Terminating to attend school or to secure employment (unless welfare to work is an approved objective of the program);
2. Terminating because the member finds that she/he does not like the service assignments;
3. Terminating because of the living allowance stipend amount;

4. Inability to secure childcare; or
5. Terminating to relocate to another part of the country.

While these reasons for leaving may seem compelling to the member, the service activity and the community will suffer. Part of national service is based upon a commitment to complete the contracted service. If a member resigns for any of these reasons or other reasons within his or her control, the individual will receive no portion of the AmeriCorps education award.

Section VI

AmeriCorps Member Requirements

SECTION VI: AMERICORPS MEMBER REQUIREMENTS

A. ATTENDANCE REQUIREMENTS

1. Scheduled and Unscheduled Days

Members are either *Scheduled* or *Not Scheduled*. When a member is not scheduled, they will *not* receive service hours. Lead Agency and Host Sites will develop AmeriCorps member calendars and will determine which days and hours the member is scheduled, including State and Federal holidays and vacation days.

2. Attendance

The Program is designed so that those selected for the program will provide service hours as scheduled every month for the contracted term of service, not to exceed a 11-month period. In most cases, members will serve approximately 160 hours a month (approximately 40 hours a week) during a contracted 11-month service term.

Consistent and reliable attendance is essential to providing service. The Program expects members to serve the hours they are scheduled in order to meet the needs of the clients they serve and to complete their term of service within the service year.

On a weekly basis members will be required to submit to their immediate supervisor and the parole office/facilities contact person an anticipated schedule for the following week. The anticipated schedule will reflect work location (i.e. parole office, facility, named community based organization, training etc. etc). The tentative schedule should be submitted to the immediate supervisor no later than the Thursday before. Members can only serve those hours scheduled and authorized by their supervisor.

If you are unable to report to your scheduled service, you are responsible for communicating to the following people, before your scheduled start time:

- your immediate supervisor;
- the designated contact at the DJJ Parole or Facilities site; and
- any member of the service population or community you were scheduled to work with or meet.

The immediate supervisor together with the Host Site contact person may establish specific timeframes to report absences.

3. Tardiness

Members are expected to report to their service sites as scheduled and be ready to serve at the scheduled time. Members are responsible for knowing what time they are scheduled to be at their service site. If something unavoidable happens that will cause the member to be late, members **must** call their supervisor immediately. This policy applies to attendance for training, special events and other activities the member is scheduled to attend. Host Site Agencies will provide guidelines for reporting to the service sites.

4. Service Abandonment Policy

If an AmeriCorps member does not report to his/her service site and does not contact his/her Host Site Supervisor or Lead Agency for three consecutive days, it will be considered “service abandonment.” The member will be suspended, and a pre-termination letter will be sent certified mail to the member stating that the member will be terminated from the program if they do not respond by a specified date. If the member does not respond by the specified date, a termination letter will be sent certified mail to the member. Eligibility for member healthcare and child care benefits provided by the Corporation for Nation and Community Service may be suspended or terminated if there is an official change in member status.

5. Service Hour Logs

AmeriCorps members are required to complete a Service Hour Log for each stipend period and to submit the original copy with appropriate signatures in accordance with the Lead Agency or Host Site Procedure.

Members are required to submit a completed service hour log/timesheet to immediate supervisor no later than noon on the first workday after the stipend period ends. The service hour log/timesheet should accurately reflect in and out times including lunch.

If Service Hour Logs are not submitted within five working days of the due date, the AmeriCorps member will be placed on suspension and will receive no living allowance stipend until the situation is resolved and Service Hour Logs have been submitted.

B. DAILY BREAKS REQUIREMENTS

Lunch Breaks

Members must be scheduled for a lunch break if the member is scheduled for a 6-8 hour service day. The Lead Agency and/or the Host Site Agency are required to schedule members for a minimum of a 30-minute lunch break when the member serves between 6 and 8 hours. The agency may schedule members for up to a 60-minute lunch break. Members do not accrue service hours during lunch breaks.

Lunch breaks cannot be scheduled for or taken at the beginning or end of the shift. Members are responsible for notifying their supervisor if they feel they are unable to take a lunch break. Members will be scheduled time for lunch and must take that time off. Members exceeding the allotted lunch break will be docked service hours.

Breaks

Breaks are designed for members to use the restroom, get water, etc. Members are authorized a 15 minute break for every 4 hours served. Members do accrue service hours during daily 15 minute breaks. Break time cannot be scheduled for or taken at the beginning or end of the day. Members who exceed the allotted break time will be docked service hours.

C. NATIONAL SERVICE DAYS REQUIREMENTS

Throughout the year, AmeriCorps members have opportunities to come together for special events related to their service on National Service Days. These days are to remind members and communities that they are part of a national network of programs, celebrate their accomplishments and allow them to serve with community volunteers, other AmeriCorps members, and often other national service participants. Generally, the dates for National Service are:

Martin Luther King Jr. Day of Service – Monday in January

Caesar Chavez Day - March

National Youth Service Day/National Volunteer Week – April

AmeriCorps Graduation Ceremonies – December

D. BEING A PROFESSIONAL AMERICORPS MEMBER AT THE SERVICE SITE

It is important for AmeriCorps members to keep in mind that the Lead Agency and the Host Site where they are serving have made major financial and staff commitments by accepting them as an AmeriCorps member. It is important that the member professionally by treating your hosts with respect and offering 100% energy and commitment. Ways to be a professional AmeriCorps member include:

- Maintain open and frequent communication with site staff about daily duties;
- Avoid criticizing site staff or operating site policies, both while at the service site and in public;
- Assist service site with their other programs as appropriate;
- Keep workspace neat and organized;
- Maintain a pleasant and positive attitude;
- Refuse to allow interpersonal conflicts with members or staff to interfere with service or affect professionalism;
- Inform site supervisor about any problems encountered at the service site, in the field, or in public;
- Make an effort to learn, understand and blend with the culture and “norms” of the service site.

E. DRESS CODE REQUIREMENTS

While serving AmeriCorps hours, the following dress code will be adhered to by all AmeriCorps members. Additional guidelines will be provided by your Lead Agency and/or Host Site.

1. Members must wear an AmeriCorps uniform shirt or an AmeriCorps lapel pin or AmeriCorps button.
2. Members must wear clothing and shoes that are safe and appropriate for the work in which the member is involved. No open-toed shoes during service projects and physical labor.
3. Members will not wear sunglasses indoors.
4. Members will not wear sexually provocative clothing as defined by the Host Site Agency.

5. Shirts will not be removed while serving.
6. Clothing must be clean and mended if torn.
7. Clothing must not portray, suggest, or represent alcohol, tobacco, and other drugs or promote negative or controversial images based upon gender, religion, sexual preference, age, creed or political beliefs. Nor will clothing promote a violent lifestyle.
8. A member who reports to his/her site wearing inappropriate clothing will be sent home to change. The member cannot start counting service hours until he/she returns to his/her site in proper attire.
9. Members will not wear clothing that is considered “gang attire.” This includes, but is not limited to gang-style writing or clothing, tags and other indications of gang affiliation. No gang-related baseball caps or hats. Pants should not sag so as to expose underwear and both pant legs should come to the ankles. Members will not wear bandannas or rags. Members will not dress in all one color, i.e. all red, all blue, all pink.

F. FRATERNIZATION BETWEEN STAFF, MEMBERS, AND SERVICE RECIPIENTS

In order to maintain a standard of professionalism and responsibility in leadership, it is necessary to establish guidelines for personal relationships between AmeriCorps members, program staff, and service recipients.

It is critical that AmeriCorps members abide by strong professional boundaries in regards to confidentiality with program staff, co-members, and service recipients during and outside AmeriCorps service hours.

AmeriCorps members have a responsibility to notify their supervisor of any family or social relationship with staff, co-members and service recipients that they interact with through their AmeriCorps position. It is at the discretion of the supervisor as to what action will be taken. Actions may include, discussing confidentiality and clearly setting expectations, removing the service recipient from the AmeriCorps members case load, re-defining the member’s duties, or transferring the AmeriCorps member to an alternate service site. The actions taken are to best support the success of the member in their service position.

An AmeriCorps member has the right to decline to provide service to a service recipient due to a family or social relationship. However, the result may be that the AmeriCorps member’s position be re-defined or re-assigned. Every effort must be made for the potential service recipient to receive service through another avenue.

G. MEMBER CODE OF CONDUCT

Members are required to conduct themselves as representatives of the Program and the Host Site Agency in a proper business-like manner at all times. Set forth below is a non-exhaustive list of requirements, which, if not followed, may result in coaching, progressive discipline and release from the program.

Program Requirements

1. Members must follow all AmeriCorps and Program requirements outlined in this *Program Manual*.
2. Members must meet or exceed service standards as outlined in the Member Position Description.
3. Members must adhere to all Program, Lead Agency, and Host Site policies and procedures.

Service Hour Requirements

4. Members must report to the service site on time.
5. Members must follow the site procedure for contacting and notifying his/her supervisor as soon as possible if he/she is unable to report to the service site or scheduled activity or will be delayed.
6. Members must notify their supervisor if they need to leave the site early unless previously scheduled.
7. Members must receive prior approval from their supervisor before attending any seminars, trainings, workshops, or activities that are not scheduled.
8. Non-service related activities, such as working on homework and making personal phone calls may only occur during member break times.
9. Members must contact their supervisor to find additional service to perform if they have completed all assigned tasks.
10. Members must maintain an agreed upon attendance record.

On-Site Requirements

11. Members must treat supervisors, other members and the public professionally and with respect and courtesy.
12. Members must use lists, member rosters, Host Site records or any confidential information at the site premises for service only in accordance with the Host Site's policy on confidentiality.
13. Host site equipment, such as phone, mail or supplies must be used for service assignment only.
14. Members must only make honest and well-intentioned statements regarding the host site agency, its volunteers, staff, management, project or services.
15. Members must use appropriate language while representing AmeriCorps.
16. Members must display common decency, morality or cooperativeness while representing AmeriCorps.

Dress Code Requirements

17. Members must maintain a neat appearance in line with the Program Dress Code.
18. Members must wear an AmeriCorps uniform at specific events and comply with the Host Site's uniform policy when serving.

Safety Requirements

19. Members must adhere to all safety rules.
20. Members must report to a supervisor any accidents/injuries occurring while serving.

General Requirements

21. Members must be honest.

22. Members must be truthful with their employment and education verification.
23. Members must be truthful on all records and documents used in the Program. Including, but not limited to: program documentation, childcare documents, enrollment verification documents, medical releases/records, criminal background.
24. Members must complete service hour logs accurately and honestly.
25. Members must be serving on Program related activities or responsibilities while claiming AmeriCorps hours.
26. Members, during service hours or while in uniform, must not purchase or consume alcohol at any time.
27. Members must adhere to the Lead Agency and/or Host Site Agency's Confidentiality Policy.
28. Members must not participate in gambling on host agency premises.
29. Members must not steal/take AmeriCorps or Host Site's property or property of another.
30. Members must not have contact with program participants during non-service hours. Members are not to visit or call clients after service hours. All client contact must be pre-approved by the site supervisor. Please see FRATERNIZATION BETWEEN STAFF, MEMBERS AND SERVICE RECIPIENTS for further clarification.

H. SPECIAL SITUATIONS

Due to the nature of the behavior or situation, the Host Site Supervisor will need to take appropriate action for the following circumstances. The Host Site Supervisor may need to take immediate action for safety purposes. This may include suspending the member for 1 to 5 days until an investigation of the situation takes place and/or other progressive discipline methods (which may include termination from the program for cause). Based on the findings, the member may or may not accrue service hours during the investigation.

The following is not an all-inclusive list, but a general guideline of special situations:

1. Actual or suspected behavior by the member that results in concern about the safety of a child or other people in the service setting,
2. Not following the directions or instructions communicated by the site supervisor or designated staff,
3. Verbal or written threats to anyone at the service site or while serving,
4. Fighting (physical or verbal) in the work place,
5. Falsification of employment verification and information,
6. Use of abusive language,
7. Violation of safety rules,
8. Breach of confidential information,
9. Violation of rules of common decency, morality or gross insubordination,
10. Member accused or suspected of child abuse.

I. NON-NEGOTIABLE CODE OF CONDUCT:

The following offenses will result in automatic termination for cause:

Violence And Weapons

Members may not possess or deal weapons. They also may not engage in physical, verbal or emotional violence, threats, abuse or harassment. Members who engage in these activities will meet with the Program Director and will be dismissed from the program for cause. Any member who is charged during the service year with a felony will be suspended without pay until the case is resolved. Any member who is convicted of a felony during the service year will be dismissed for cause.

Drugs and Alcohol

Members may not possess, deal or use controlled substances. Any member who comes to their service site and is suspected of being under the influence of alcohol or drugs will be suspended without a living allowance. Following an investigation, if it is determined that the member was at their service site while under the influence of alcohol or drugs, the member will be dismissed for cause. Any member who is charged with the sale, distribution or possession of a controlled substance will be suspended without pay until the case is resolved. Any member who is convicted of a drug offense during the service year will be dismissed for cause.

- Members can/will be randomly drug tested.

J. PERFORMANCE EVALUATIONS

The AmeriCorps Program member performance evaluation process is intended to:

- Enhance individual member performance and ensure effective site operations;
- Summarize formal and informal performance discussions held throughout the review period
- Document performance areas where members are satisfactorily meeting program standards;
- Document performance areas in which the members need improvement;
- Establish goals and objectives to accomplish performance plans; and
- Correct performance and/or behaviors that are not meeting program standards.

Performance Evaluation Standard

- Every member will receive *at least* two performance evaluations during their term of service - one review half way through the term of service and another just before the end of the term of service.
- The member's supervisor will conduct the reviews.
- The review will provide the member an opportunity to receive an evaluation of past performance and future expectations.
- Performance Evaluations will be communicated to the member verbally and in writing.
- Members will receive a copy of their performance evaluation.
- The focus of the evaluations will be on skills, quality and quantity of work, job knowledge, work habits, adaptability, cooperation, dependability, attendance, etc.
- Host Sites reserve the right to administer performance evaluations more often than twice during a term of service.

- Members who earn performance evaluation ratings in the category “Poor- Not Meeting Service Program Standards” will be put on a defined probation so that the member can improve this rating. Failure to make the necessary improvements within a specified timeframe may be grounds for termination from the program.
- Any member who does not improve a “Poor – Not Meeting Service Program Standard” rating after the defined probation period will not be eligible for a second term in the Program.
- The review offers each member an opportunity for self-evaluation.

K. TIPS FOR SUCCESS

To make your AmeriCorps service successful, please note the following AmeriCorps member expectations. AmeriCorps members are expected to:

1. Be on time and ready to serve. Utilize resources and networking to get where you need to be when you need to be there.
2. Serve all scheduled hours unless excused by the site supervisor.
3. Always be busy. AmeriCorps members utilize the “empty moments” by finding and completing additional tasks that need to be done.
4. Look for the positive and opportunities for growth in every situation.
5. Participate actively in meetings, trainings, and communications with others.
6. Ask questions. Seek guidance, coaching, information and policy clarification whenever necessary.
7. Develop personal and professional goals. Make choices that are in sync with those identified goals.
8. Act as a role model citizen and community member.
9. Support fellow AmeriCorps members in their process. Honor and acknowledge their strengths and be understanding of their weaknesses.
10. Consider the team relationship as a high priority.
11. Always be respectful and professional to others. This includes interactions with children, families, school staff, agency staff, fellow AmeriCorps members, supervisors, and community members.
12. Develop meaningful mentoring relationships with the children and families you serve using a strength based philosophy.
13. Complete and submit paperwork (service hour logs, monthly evaluation reports, sign in sheets, enrollment/exit forms, etc.) in a timely manner accurately and consistently.
14. Dedicate time, energy and heart in the objectives and performance measures of the Program.

Section VII

COMMUNICATION AND COACHING

SECTION VII: COMMUNICATION AND COACHING

A. COMMUNICATION

The Program Lead Agency and the Host Site are dedicated to building a successful working relationship with each AmeriCorps member. The Program recognizes that members are learning new tasks and developing life-long skills. Each member learns at different rates and through different training models. AmeriCorps Programs will strive to communicate expectations through regular, open, two-way communication between the member, the supervisory staff, staff and other team members. AmeriCorps members can expect the following:

- Each member will receive a Position Description that outlines the service duties and requirements of their position upon enrolling in the Program.
- Members will be provided a *Program Manual* outlining the AmeriCorps Program Benefits, Member Policies, Member Expectations and Progressive Discipline.
- Members will be provided, at the time of orientation and throughout their term of service, current program information, policies, procedures and expectations of the program that are relevant to the service project.
- Supervisors will use coaching techniques to help members develop new skills and meet program expectations.
- Members are responsible for communicating regularly with their supervisors so that issues can be addressed, and if possible, resolved.
- Members are to communicate with their supervisor about matters that affect their service-related duties, the population of DJJ they work with, the community in which they serve, and their relationships with other members, staff and clients.

B. BEING A SUPPORTIVE HOST STAFF AT THE SERVICE SITE

It is important for Host Site Staff to keep in mind that AmeriCorps members have made a commitment to provide service with the expectation that training will be provided and that service duties and schedules will be assigned to them. It is important that Host Site Staff act professional by treating the AmeriCorps members with respect and offering them support and guidance throughout their term of service. Ways to be a professional host staff include:

- Properly orient AmeriCorps members to the Host Site. Introduce them to staff, give them a tour of the site, discuss with them the organizational culture and norms of the site, etc.
- Communicate the specific Host Site expectations with regards to the following: hours and lunch breaks; sick leave, vacation and holiday policies; confidentiality; professional boundaries with children and families; dress code; equipment usage; how to address issues or concerns; communication etiquette (in person, phone, email, internet, mail); media relations; meeting participation; supervision.
- Provide AmeriCorps in advance with calendars of scheduled service hours and trainings.

- Provide AmeriCorps members with any resources and tools needed to perform effectively.
- Provide AmeriCorps members with appropriate mentoring and leadership opportunities that will enhance their professional development, including encouraging the AmeriCorps member to participate on agency committees, working groups, or boards.
- Celebrate the strengths of each AmeriCorps member and provide coaching and clear expectations to develop AmeriCorps member successes.

C. BUILDING A STRONG AMERICORPS MEMBER/SUPERVISOR RELATIONSHIP

Successful AmeriCorps projects have one thing in common - AmeriCorps members and Supervisors have a strong relationship built on clear expectations, consistent communication and performance follow-through. The Program believes that consistent, one-on-one supervision between the AmeriCorps member and the supervisor results in AmeriCorps members providing high quality effective service.

Supervisors are strongly encouraged to schedule weekly one-on-one supervision meetings for each AmeriCorps member. This is a time set aside for a member to clarify their weekly schedule and daily tasks, discuss challenges and barriers, voice questions or concerns about their service, and share their successes. The time can be used for a supervisor to discuss policy and procedures, clarify member responsibilities, instruct member on completing necessary paperwork, coach member on arising performance issues of concern, and share examples of the member's successes.

Initial Supervision Meeting Discussion Points

- Orientation to the Host Site
- Clarification of Program Objectives, Position Description, Expectations and Policies
- Host Site Tour
- Development of Weekly Schedule
- Development of Daily Tasks
- Initial Goal Setting
- Getting Acquainted Activities

On-Going Supervision Meeting Discussion Points

- Continuation of Discussion on Program Objectives, Expectations and Policies
- Clarification of Weekly Schedule and Daily Tasks
- Discussion on Overcoming Barriers and Challenges
- Addressing Member and Supervisor Concerns
- Coaching Members on Performance Issues
- Celebrating Member Successes

Final Supervision Meeting Discussion Points

- Review of Program and Member Accomplishments During Term of Service

- Discussion of “Life After AmeriCorps”
- Celebration of Successes
- Completion of Exit Survey and Paperwork

Open Door Policy

In addition to weekly supervision meetings, AmeriCorps members are encouraged to communicate any concerns, complaints and inquiries they have directly with their supervisor. Supervisors can then decide, with input from the member, if they need to meet urgently, or if the issue can wait for their weekly appointment.

D. COACHING

Purpose

AmeriCorps service is about *getting things done* through strengthening communities and encouraging responsibility. An added benefit is expanding opportunity for its members. The quality of what gets done depends on the performance of members. Member performance and quality supervision are closely linked. Through coaching, two equally significant objectives are accomplished:

- Individual and program performance is improved, and
- Member capacity is developed.

Process

Coaching means unlocking members’ potential and helping them improve their problem-solving and planning skills. The goal is to help members learn rather than teach them. The supervisor’s role as a coach is to help members define their personal and professional goals and provide them with the information, resources, knowledge and skills they need to achieve their goals.

Plan for Action

All coaching sessions should be concluded with completing an action plan for the AmeriCorps member and the supervisor to refer back as the “next steps” are carried out. The action plan should include the following:

- Behavior or performance issue(s) being discussed
- Clear expectation for the behavior or performance issue
- Goal(s) determined during the coaching session
- Options discussed
- Next steps – What the member will do
- Timeframe in which the next steps will be done and reviewed
- AmeriCorps member and supervisor signatures

Both the AmeriCorps member and the supervisor should keep a copy of all action plans. In the event that the AmeriCorps member fails to act upon the Plan for Action, progressive discipline may be implemented.

E. THE GROW MODEL

The Program endorses the GROW model for coaching members towards their highest potential and for addressing behavior and performance issues that are not meeting program standards. The objectives for the GROW model are to:

- Establish communication between the AmeriCorps member and the supervisor,
- Create a “win-win” environment for both the member and their supervisor,
- Create an environment of open, concise communication to discuss service-related issues,
- Establish expectations for behavior and performance, and
- Establish time frames for improvement of behavior and performance.

In the GROW model, the overall context is one of increasing the member’s awareness (of self and surroundings) and sense of responsibility for learning. The supervisor facilitates this process by using questions to guide the member in exploring what needs to happen to improve performance. The elements of the GROW model are as follows:

G – Goal-setting for the meeting, short-term and long-term

R – Reality checking to explore current situation

O – Options and alternative strategies, or courses of action

W – What is to be done, when, by whom, and the will to do it

GROW Model Coaching Questions

The following is a sample list of the coaching questions that may be used to help members work on a variety of issues or problems.

Goal

1. What is the goal of this meeting?
2. What do you want to achieve (short-term and long-term)
3. By when do you want to achieve it?
4. How is your goal positive, challenging, attainable and measurable?

Reality

1. What (when, where, how much) is happening now?
2. Who is involved?
3. What have you done about this so far?
4. What results did that produce?
5. What is happening both internally and externally?
6. What are major constraints to finding a way forward?

Options

1. What options do you have?
2. What else could you do?
3. What if...?
4. Would you like another suggestion?

5. What are the benefits and costs of the alternatives?

Will

1. What are you going to do?
2. When are you going to do it?
3. Will this meet your goal?
4. What obstacles could you face?
5. How will you overcome them?
6. Who needs to know?
7. How will you get their support?
8. What is the likelihood of you carrying out this action?

Section VIII

Progressive Discipline

SECTION VIII: PROGRESSIVE DISCIPLINE

A. DISCIPLINE

In the unfortunate situation(s) when “coaching” is not appropriate due to the severity or consistency of an AmeriCorps member’s breach of the Program’s expectations, the following Progressive Discipline Procedure will be utilized. This procedure has been set to:

- ensure the policies and procedures set forth by this program and the Host Site Agencies are followed and
- maintain communication between the AmeriCorps member, the Host Site Supervisor, and the Lead Agency.

The Program may discipline members at will, through written warnings or suspension without living allowance or credit for service hours missed. The progressive discipline procedures may be commenced for violations of AmeriCorps Member Requirements (Section 6) or other rules of the Host Site Agency or due to an inability or unwillingness to follow through on Coaching Plans For Action (See Communication and Coaching, Plan For Action).

B. PROGRESSIVE DISCIPLINE PROCEDURE

The Program endorses the Progressive Discipline method for addressing on-going behavior and performance issues that are not meeting program standards. The objectives for using progressive discipline are to:

- Establish communication between the AmeriCorps member and their supervisor, Create a "win-win" environment for both the member and the supervisor, to create an environment of open, concise communication to discuss service-related issues,
- Establish requirements for behavior and performance, to establish time frames for improvement of behavior and performance, and
- Establish consequences for behavior and performance if there is no improvement and program standards are still not being met.

Members will be advised that if behaviors and/or performance do not improve to the degree of meeting the set standard, members are jeopardizing their position with the Program. In addition, members are jeopardizing their education award. It is the goal of the Program to provide clear communication with members so that each member can correct the behavior and/or performance.

The purpose of administering progressive disciplinary action is to:

- Correct the behavior or situation,
- Improve communication and provide the member with information and awareness regarding the required expectation, and
- Create a "win-win" situation for the member and the program.

If there are any violations of the Program Policies or Procedures, the member can expect disciplinary procedure(s) provided herein to take place. Not all situations may warrant each step of the Progressive Discipline Procedure as outlined below. Some situations may result in automatic termination from the program for cause.

Step One: Written Warning Notification

A written warning may or may not be applicable in all situations. If the behavior or situation becomes a pattern with at least one coaching session, a written warning is the next step in informing the member that this behavior/situation is unacceptable. The written warning instructs the member that the behavior or situation must be corrected within a designated timeframe. The procedure for the written warning is to:

- Establish the seriousness of the behavior or situation,
- Provide verbal and written communication directly to the member,
- State the unacceptable behavior or situation referring to the Program Manual,
- State how the behavior or situation is to be corrected, and give a time frame for improvement, and
- Advise the member of the consequences if the behavior or situation is not corrected.
- Member must sign, date and receive a copy of the Written Warning Notification.

The Lead Agency should be notified and involved if a member is at the disciplinary level of a written warning.

Step Two: Pre-Termination Notice

A Pre-Termination Notice may or may not be applicable in all situations. When a behavior or situation has not been corrected, the Host Site Project Supervisor, with the Lead Agency, will issue a Pre-Termination Notice to the member verbally and in writing. The procedure for the pre-termination notice is to:

- Describe the unacceptable behavior or situation,
- Provide a time frame for results to be achieved in order for the member to continue as a member of the Program, and
- Inform the member of the consequences if the member does not correct the behavior or situation set forth in the progressive discipline notice (including termination from the Program).
- Member must sign, date and receive a copy of the Pre-Termination Notice.

Step Three: Termination Notice

When a behavior or performance situation has not been corrected in accordance with the Pre-Termination Notice, a member may receive a Termination Notice. The procedure for the termination notice is to:

- Prior approval for the termination must be granted by authorized personnel at the Lead Agency.
- A termination notice must describe the unacceptable behavior or situation, the attempts to provide coaching and progressive discipline, and state that the consequence is termination from the Program.

- A meeting must be scheduled between the member, Host Site and the Lead Agency to review the termination letter and for all parties to sign and receive a copy.
- If attempts to contact the AmeriCorps member are unsuccessful, then the termination letter will be sent certified mail to the address on file for the AmeriCorps member.
- When the member has completed the termination paperwork, their final stipend check, if applicable, will be requested and forwarded to the member.

C. RELEASE FROM TERM OF SERVICE FOR CAUSE

AmeriCorps Program members may be released from service for cause. Members released for cause will not receive any portion of the Education Award.

D. RESUMPTION OF SERVICE AFTER RELEASE

Any individual released for cause who wishes to reapply to the program from which he/she was released, or to any other AmeriCorps program is required to disclose the release to that program. Failure to disclose to an AmeriCorps program will render the member ineligible to receive the AmeriCorps education award, even if the member has successfully completed the term of service.

Section IX

AmeriCorps Member Grievance Procedure

SECTION IX: AMERICORPS MEMBER GRIEVANCE PROCEDURE

All AmeriCorps Members must file complaints in accordance with the following procedures set forth below. If the grievance alleges fraud or criminal activity, it must be brought to the attention of the Inspector General of the Corporation immediately. Discrimination complaints may also be raised through the grievance procedure.

A. PRE-COMPLAINT PROCESS:

In general, all aggrieved parties, such as Members, applicants, or any other interested parties, should attempt to resolve any problems or disputes with the other party on a one to one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may request that the program provide an alternative dispute resolution (ADR) process such as mediation or facilitation to resolve the dispute. The program and the aggrieved party will jointly select the mediator or facilitator.

Mediation is a candid, confidential, non-binding process. Mediation can be attempted either before or after a written grievance is filed. The Member must select this option within **45 days** of the date of the alleged occurrence. If ADR is instituted, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. Any decision by the neutral party is advisory and is not binding unless both parties agree. At the initial session of the ADR proceedings, the party must be advised in writing of the right to file a grievance and the right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

If mediation is used and the matter is not resolved within **30 calendar days** from the date the mediation process began, the neutral party mediating the process must again notify the aggrieved party of his/her right to file a formal complaint. The neutral party, however, may not participate in the formal complaint process. In addition, no discussions of the pre-complaint process can be referred to or introduced into evidence in the formal complaint process including the arbitration hearing.

B. FORMAL COMPLAINT PROCESS

1. Written Grievance

By law the grievance must be filed **within a year** of the alleged improper order, action, or event, it is however preferred that a grievance be filed **no later than 60 days** after the date of the alleged occurrence.

AmeriCorps Restoring Youth and Communities, Program Director (Program Director) has been designated to keep the grievance forms and coordinate the process by keeping the process on schedule. If a particular person, rather than or in addition to the programs,

is named in the grievance, the Program Director will notify the accused of the investigation and his or her rights under this policy. He or she will be given an opportunity to gather and present evidence and prepare a response to the grievance.

The aggrieved party can file a written grievance at any time - either before or after attempting mediation. The written complaint must contain a summary of the event and the aggrieved parties' position.

The AmeriCorps member's immediate supervisor must discuss the matter with the Member and any other appropriate parties and reply in writing to the Member's written complaint within **10 working days** after receiving it.

If the dispute is not mutually resolved or the immediate supervisor fails to reply within the 10 working days, the Member may appeal the matter to the Program Director, within **5 working days** after receiving his/her supervisor's written decision.

The Program Director, must meet with the aggrieved party within **5 working days** of receiving the appeal. At this meeting, the Program Director, will discuss the grievance with the aggrieved party. Within **5 working days** of this meeting, the Program Director will render a decision on the grievance and the necessary actions.

If the aggrieved Member is unsatisfied with the decision within **5 working days** of receiving the decision or if the Program Director, fails to issue a decision within the time limit, the Member may appeal the decision to Grievance Committee (comprised of respective Northern or Southern Regional Parole Administrator or designee and the Director of Parole or designee) by notifying them in writing. The appeal should describe the grievance and the steps the Member has already taken to resolve the matter.

2. Informal Hearing*

By law, an aggrieved party who files a timely grievance has a right to a hearing. Unless mediation was attempted, the hearing must be **held within 30 days** and **decided within 60 days** of the written grievance. AmeriCorps Restoring Youth and Communities hearing official is **the** Grievance Committee. The Grievance Committee will determine what information will be necessary to decide the disputed issues during the hearing process and an investigation should be commenced immediately. The hearing must be conducted by a person who has not participated in any previous decisions concerning the issue in dispute. No communication or proceeding of any informal dispute resolution process may be referred to or introduced into evidence at a grievance proceeding.

A written opinion will be prepared by the Grievance Committee explaining the ruling and issue the opinion to the aggrieved party, the Program Director and any other individual named in the grievance. All information and documentation from the hearing must be stored in a secure file for confidentiality purposes.

3. Binding Arbitration*

Section IX.

Unlike mediation, the arbitrator will decide the legitimacy of each position and resolve the matter. If the hearing official's decision is adverse to the aggrieved party or **60 calendar days** after filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and who is independent of the interested parties.

If the parties cannot agree on an arbitrator within **15 calendar days** after receiving a request from the aggrieved party, the California Service Corps (CSC) will appoint an arbitrator from a list of qualified arbitrators.

An arbitration proceeding must be held no later than **45 calendar days** after receiving a request for arbitration. If the arbitrator, however, is selected by CSC, the proceeding must occur no later than **30 calendar days** after the arbitrator's appointment.

A decision must be made by the arbitrator no later than **30 calendar days** after the date the arbitration proceeding begins.

The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, the member prevails in the binding arbitration proceeding, the program must pay the total cost of the proceeding and reasonable attorney's fees of the prevailing party incurred in connection with the ADR proceeding.

If a grievance is filed regarding a proposed placement of a member in a Program or project, such a placement must not be made unless the placement is consistent with the resolution of the grievance.

A lawsuit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the party's citizenship.

* Mandatory – must give members an opportunity to have an impartial hearing and binding arbitration per federal statute.

Appendix One: Member Service Position Description

**Restoring Youth and Communities
AmeriCorps Member Service Duty Statement**

Date: February 2, 2010
Program: AmeriCorps Restoring Youth and Communities
Classification: AmeriCorps Member
Duration: Fulltime Over 11 Months (1700 Hours of Service)
Location: Parole Offices throughout California

Purpose

AmeriCorps Restoring Youth and Communities provides opportunities for youth incarcerated in DJJ facilities and on parole to create meaningful service-learning projects, in partnership with adult volunteers and community based organizations, that contribute to their own rehabilitation while addressing critical social concerns. As a result, program participants develop skills, competencies, beliefs and relationships that factor into their successful reentry into the community and a reduction in recidivism and re-offending.

AmeriCorps Member Role and Duties

AmeriCorps Members assume the primary role for program delivery, encouraging and supporting the participation of DJJ youth in facilities and on parole as service-learning coaches and volunteer and community base organization recruiters.

Percent

Activity

- | | |
|-----------|--|
| 50 | Members will recruit program participants among DJJ youth in Parole Offices and Youth Correctional Facilities. Members, in teams of two, will facilitate two separate program groups at least once a week in one-hour long sessions of ten DJJ youth per group. Members will provide individual support to each program participant through one-on-one coaching sessions on a weekly basis. Coaching activities comprise up to 24 hours throughout the week. |
| 30 | Members will recruit and manage community volunteers and organizations that assist DJJ youth with learning about critical issues and developing projects in DJJ facilities and communities. Adult volunteer and community based organization recruitment comprise up to 10 hours throughout the week. |
| 20 | Members will participate in a total of 340 hours of orientation and training. This will include an initial four day orientation, a two day site specific orientation at the parole office, five hours of training sessions each week, a three day mid-service training session, and a final three day training and closing ceremony session. |

Member Signature

Date

Supervisor Signature

Date

Appendix Two: Program Performance Measures

PERFORMANCE MEASUREMENT WORKSHEET

PRIMARY Needs & Service Performance Measurement Worksheet

Program: Restoring Youth and Communities PM Title: Coaching for Service Activity Start Date: February 2, 2010
Total Member Hours: ___ x 300 = ___ x 450 = ___ x 675 = ___ x 900 = 34 x 1700 =
Total hours = 57800

Select a performance measure category for this Worksheet.

☒ NEEDS & SERVICE ACTIVITIES

☐ MEMBER DEVELOPMENT

□ **STRENGTHENING COMMUNITIES**

☒ **YES** this is the Primary Needs and Service PMW

Note: The Primary PMW is the **one** where members spend most of their hours. The Primary PMW must be fully aligned—output, intermediate outcome, and end outcome.

☐ **NO** this is **NOT** the Primary PMW

Creating Performance Measures		OUTPUT	END OUTCOME
1	Need -describe the community need being addressed. <u>Do not include</u> activity, members, or numbers. Include evidence of need [reports, statistics, etc.]	At least 75% of youth in California's Division of Juvenile Justice (DJJ) facilities and on DJJ parole are not learning the skills, knowledge and attitudes – the protective factors against recidivism – they need to keep them from getting into trouble in the facilities and on parole. B. Bailey and G. Palmer "High Rearrest Rate: Three-Fourths of Wards Released Over 3 Years Held on New Charges," reported in San Jose Mercury News, October 17, 2004.	
2	Result -identify the result the community expects to achieve to meet the need above. This is a short pithy statement [i.e., Increase academic skills; or Increase recycling awareness, etc).	Youth in DJJ facilities and on DJJ parole will participate in service-learning activities.	Participating DJJ youth in the facilities or on parole will either decrease number of incidences, not violate facility rules and be released on parole, or not violate parole to prevent recommitment
3	Indicator -what will the community look at to gauge progress toward the result? THIS IS NOT THE INSTRUMENT!!!	The number of Youth in DJJ facilities and on DJJ parole who participate in service-learning activities.	Percent of participating youth in the facilities or on parole who either decrease number of incidences, not violate facility rules and be released on parole, or not violate parole to prevent recommitment
4	Amount of Service - provide information for a thru e. These numbers apply only to this PMW. This should be determined by thinking about the specific activity and the amount of time it may take to achieve the results the community is looking to achieve. Please do not change the format.	a. # of Members: 34 b. Hours per day: 5 c. Days per week: 4	d. Duration or Interval: 45 weeks e. Total member hours for this activity: 30600
5	Participant Information -provide information for a thru d. Describe "high need" population. Be specific. Define exactly what you mean by "at risk". Also, describe how you <u>select</u> beneficiaries to receive your services—who or what will receive service.	a. # of direct beneficiaries: 340 [40 DJJ youth incarcerated and 300 DJJ youth on parole] b. High need target population: Youth incarcerated in DJJ facilities and youth on DJJ parole who have a history of 707(b) violent offenses or those with sexual offenses. 707(b) offenses are the most serious and violent offenses, such as: murder, arson, robbery, rape with force and fear, kidnapping, attempted murder, assault with a firearm, etc. c. # of direct high need beneficiaries: 340 d. Describe how you will identify and select beneficiaries to assure you have the high need target population. Parole Agent or Youth Correctional Counselor staff will only recommend youth with 707(b) violent or sexual offenses. Youth meeting the high Need Target Population will be served on a first come first served basis.	

6	<p>Activity—Describe how your members will achieve the result. Explain exactly what members will be doing. Give a clear picture of member activity. Do not repeat information already provided in this PMW.</p>	<p>Members will serve in DJJ facilities and in DJJ parole offices. The ACMs will do the following:</p> <ul style="list-style-type: none"> • Conduct an initial program orientation and outreach to provide parolees and incarcerated youth with information regarding the AmeriCorps Restoring Youth and Communities program and the benefits of participating. This is conducted on a one time basis with DJJ youth upon intake in the facility or upon release to parole and takes between 30minutes and an hour. • Facilitate service-learning groups comprised of DJJ youth whom ACMs have recruited, at facility living halls and parole offices, two groups per week per team of 2 ACMs, each group meeting once or twice a week for approximately one hour, to be scheduled on weekdays and weekends. ACMs facilitate group discussion, using the six Discovery Groups that the ACMs are trained on at the Orientation and throughout the program, present educational and training materials, introduce volunteer presenters, and facilitate DJJ youth group member presentations of their service-learning projects at specific stages of development, e.g., issue identification, research, project design, implementation, and reflection. • Provide one-on-one coaching, through discussions and working with the six Discovery Groups that the ACMs are trained on at the Orientation and throughout the program to DJJ youth program participants in facilities and on parole with service learning project development and with exploring community engagement, employment, and educational interests sparked by their service interests. Participants determine which service projects they would like to participate in, either by coming up with unique service project ideas, or by utilizing some of the many service projects available throughout the community. They are provided guidance and coaching by the ACMs when planning and developing their service projects. ACMs also assist participants with obtaining employment, by encouraging participants to develop employment resources and coaching participants on ways to search for employment and resources available for seeking employment. ACMs assist participants with educational goals by coaching the participants with resourcing, such as: who to contact for enrollment, financial aid, daycare, etc. This one-on-one coaching will take place two or more times per week for a minimum of a half hour each coaching session. Coaching will be done through meetings, in person and via telephone, with the program participants (DJJ youth) and through hands on activities, such as planning service projects, participants obtaining necessary donations and other items, such as materials to be used in service projects. and • Complete necessary documents, (such as volunteer requests through Hands on Network and other volunteer networks, documents for participants to obtain ID for employment and educational purposes, obtaining transcripts and necessary educational information for participants, etc.) to link DJJ youth with additional volunteers; career and educational opportunities in the community and within the facilities. <p>The youth to member ratio is: 10 to 1</p>	
7	<p>Measurement—What data and instruments will be used to measure indicators? For <u>each</u> Indicator, identify the name of the instrument, the data being collected, who will be completing the instrument, and how often.</p> <p>EACH indicator listed in #3 needs to have an instrument</p>	<p>[1] The GROUP MEMBER STATUS TRACKING REPORT, to collect data on each incarcerated youth and parolee's achievement level in the program.</p> <p>Completed by: <u>Members</u>. Frequency: <u>Monthly</u></p>	<p>[1] <u>Parole Violation/Revocation System and the DJJ Disciplinary Decision Making System violations are collected by DJJ Research team. They provide the data to DJJ Parole who utilizes the data to show the percent of participating youth in facilities or on parole who decrease their number of incidences.</u></p> <p>Completed by <u>ACRYC Staff</u>. Frequency <u>Quarterly</u></p>

8	<p>State the target the program expects to meet for each of three years. EACH instrument listed in #7 needs 3 targets.</p> <p>Outcome Targets have 4 components: [1] % of people/things that changed [2] What changed [3] Amount of the change [4] Dosage--This is the amount of time research & experience tell you is needed to achieve the desired change. You would need to know this to know how many members were needed and how many people/things you could successfully serve.</p>	<p>Output Targets are simple tallies and counts</p> <p>Year 3a: 40 DJJ incarcerated youth will have completed at least one service-learning project</p> <p>Year 3b 300 DJJ youth on parole will have completed at least one service-learning project</p>	<p>Year 3a: 20% [8/40]] DJJ incarcerated youth with history of 707b violent offenses or sexual offenses who began program with at least 1 incidence and receive 24 hours of group and individual counseling will decrease incidences by 50%.</p> <p>Year 3b: 20% [8/40] DJJ incarcerated youth with history of 707b violent offenses or sexual offenses who began program in good standing with no incidences in the past year and receive 24 hours of group and individual counseling will not violate facility rules resulting in no incidences at all and be released to parole</p> <p>Year 3c: 20% [60/300] DJJ parolees with a history of 707b violent offenses or sexual offenses who began program with at least 1 incidence and receive 24 hours of group and individual counseling will decrease incidences by 50%.</p> <p>Year 3d: 20% [60/300] D DJJ parolees with a history of 707b violent offenses or sexual offenses who began program in good standing with no incidences in the past year and receive 24 hours of group and individual counseling will not violate parole resulting in no incidences at all to prevent their recommitment.</p>
9	<p>If you have data for this performance measure from prior years, report it here.</p>	<p>In year 2: At the end of the third quarter, 172 youth completed at least one service-learning project.</p>	<p>In year 2: At the end of the third quarter, 9% (42) of DJJ participating youth have received 48 hours of group and have decreased their incidences by 50%</p>

[REQUIRED] Common Strengthening Communities PMW

Program: Restoring Youth and Communities PM Title: Volunteer Recruitment

Activity Start Date: February 2, 2010

<input checked="" type="checkbox"/> NO this is NOT the Primary PMW Select a performance measure category for this Worksheet.		<input checked="" type="checkbox"/> STRENGTHENING COMMUNITIES	
Creating Performance Measures		OUTPUT—<i>output is mandatory</i>	OUTCOME- <i>optional</i>
1	Need	There are not enough community adult volunteers engaged in constructive and meaningful relationships with DJJ youth and community based public and non-profit organizations supportive of their success.	
2	Identify the Result you expect to achieve This is a short pithy statement [i.e., Increase academic skills; or Increase recycling awareness, etc).	DJJ youth will be connected with adult volunteers and community based organizations that are supportive of their rehabilitation and successful re-entry into the community.	
3	Indicator —what will you <u>look at</u> to gauge progress toward your result? THIS IS NOT THE INSTRUMENT!!!	The number of volunteer hours, number of volunteers that are being recruited and number of organizations engaged with DJJ youth will be used to assess the program's progress through the year.	
4	Amount of Service—answer each of the questions a. thru e. These numbers apply only to this PMW. Please do not change the format.	a. # of Members: 34 b. Hours per day: 5.75 c. Days per week: 2 d. Duration or Interval: 40 weeks e. Total member hours for this activity: 15640	
5	Participant information	<p>[1] Target population to recruit: adults with an interest in, and perhaps experience, working with youthful offenders, especially active and retired professionals from fields related to DJJ youth service project areas, vocational and academic interests.</p> <p>[2] Target population to recruit: community based public and nonprofit organizations that address subject areas of DJJ youth interest and service-learning projects, and/or provide ongoing service, employment, and educational opportunities.</p>	
6	Activity —Describe how your members will recruit volunteers. Explain exactly what members will be doing. Give a clear picture of member activity. Do not repeat information already provided in this PMW.	<p>[1] ACMs will recruit volunteers to service in both on-going and one-time community project opportunities through targeted outreach to community-based and civic organizations, by building relationships with formal and informal civic and neighborhood leaders, canvassing community events including during Days of Service, making presentations at meetings, advertising opportunities in community newsletters, and other targeted publications. Members will also do outreach through the California Volunteers.org database, and through the local Volunteer Centers and other volunteer recruitment and clearinghouse resources.</p> <p>[2] ACMs will recruit organizations to service in both on-going and one-time community project opportunities through DJJ Parole Offices, local social service and conservation corps networks, county juvenile justice commissions, professional associations, and community colleges.</p>	
7	Measurement—What data and instruments will be used to measure indicators?	<p>[1] <i>Volunteer Log</i> to collect data on number of volunteers and volunteer hours in on-going activities and one-time activities.</p> <p>[5] <i>Organization Log</i> to collect data on 200 organizations engaged with DJJ youth.</p>	

8	<p>State the targets that you expect to meet on this PM for each of three years.</p> <p>EACH instrument listed in #7 needs 3 targets.</p>	<p>Year 3:</p> <p>[1] 250 volunteers will be recruited for <u>on-going activities</u>.</p> <p>[2] 50 volunteers will be recruited for <u>one-time activities</u>.</p> <p>[3] 8,000 volunteer <u>hours</u> for <u>on-going activities</u>.</p> <p>[4] 1,600 volunteer <u>hours</u> for <u>one-time activities</u>.</p> <p>[5] 200 organizations engaged with DJJ youth.</p>	
9	<p>If you have data for this performance measure from prior years, report it here.</p>	<p>Year 2: At the end of the third quarter:</p> <p>[1] 357 volunteers recruited for on-going activities.</p> <p>[2] 7876 volunteer hours for on-going activities.</p> <p>[3] 240 organizations engaged with DJJ youth.</p>	

[REQUIRED] Common Member Development PMW

Program: Restoring Youth and Communities PM **Title:** ACM Development

Activity Start Date: February 2, 2010

Creating Performance Measures		OUTPUT	END OUTCOME
1	Need. Describe the community need this PM addresses.	Young adults who have successfully discharged from DJJ, who perhaps have the greatest chance of positively impacting DJJ youth, and others who are interested in helping youthful offenders, have few opportunities to develop skills and knowledge and apply them through actual interventions with DJJ youth in facilities and on parole.	
2	Identify the Result you expect to achieve. This is a short pithy statement [i.e., for outcomes: Increase academic skills; or Increase recycling awareness, etc).	ACMs will attend training designed to improve their level of knowledge, skill, attitudes and ability to intervene in the lives of DJJ youth.	Members will gain knowledge; attitudes and skills required to better serve their communities.
3	Indicator —what will you look at to gauge progress toward your result? THIS IS NOT THE INSTRUMENT!!!	The number of Members participating in training and development activities.	Percent of Members who gain knowledge; attitudes and skills required to better serve their communities.
4	Amount of Training—enter the number of hours per member	a. Orientation: [# of Members: <u>34</u>] x [# of hours <u>32</u>] = <u>1088</u> b. Ongoing Hours: [# of Members: <u>34</u>] x [# of hours <u>260</u>] = <u>8840</u> c. Mid-Year Training: [# of Members: <u>34</u>] x [# of hours <u>24</u>] = <u>816</u> d. Life After AmeriCorps: [# of Members: <u>34</u>] x [# of hours <u>24</u>] = <u>816</u> e. Total Member Training Hours [add a., b., c., and d.] <u>11560</u>	
5	Member information	a. # of direct beneficiaries FT Members [1700 hrs]: <u>34</u> b. # of HT Members [900 hrs]: <u>0</u> c. # of RHT Members [675 hrs]: <u>0</u> d. # of QT Members [450 hrs]: <u>0</u> e. # of MT Members [300 hrs]: <u>0</u> f. # of MSY <u>0</u>	
6	Activity —Describe how your program will achieve the result. Explain exactly what training your program will provide to members. Give a clear picture of training activities—include who will be doing the training. This section IS NOT a repeat of your Training Plan. IT IS a place to highlight training and development you offer to members. Please DO NOT repeat information already provided in this PMW.	ACMs will complete a 32 hour initial training, program orientation which will include service-learning methods as well as project principles, goals and operating standards. In addition, ACM's will complete a 24 hour site specific orientation which includes ride alongs with Parole Agents, 24 hour mid-term training and a three-day "Life After AmeriCorps" training. Thereafter, ACMs will receive 5 hours of training every week through video-conferencing, their specific parole office and the northern and/or southern coordinator.	
7	Measurement—What instruments will measure indicator? Indicate the instrument name & what data it will collect EACH indicator listed in #3 needs to have an instrument	[1] Training logs and agendas to collect data on number of Members attending trainings and subjects trained on. These logs will be collected by the supervisors, regional coordinator or program director and will be filed in the Member's files on a monthly basis.	[1] Member Performance Evaluation. To be conducted quarterly by the member's supervisor.

8	<p>State the targets that you expect to meet. <u>EACH</u> instrument listed in #7 needs 3 targets.</p> <p>Output Targets are simple tallies and counts</p> <p>Outcomes Targets have 4 components: [1] % of people/ things that changed, [2] what changed, [3] amt of change, and [4] dosage.</p>	<p>Year 3: 30 members will complete 340 Member training hours each, with a total of 10200 training hours.</p>	<p>Year 3: 80% [27] of ACMs will increase performance evaluation reviews by at least one level in five or more areas (out of nine).</p>
9	<p>If you have data for this performance measure from prior years, report it here.</p>	<p>Year 2: At the end of the third quarter, 23 Members were participating in Member development activities.</p>	<p>Year 2: 73.5% [25] of Members have improved their knowledge, attitudes and skills they need to successfully coach youth and recruit volunteers.</p>

Appendix Three: Program Organization Chart

AmeriCorps Restoring Youth and Communities

Revised as of **January 2010**

